
ICT STRATEGY – IMPLEMENTATION PROGRESS REPORT

SUMMARY REPORT

Purpose of the Report

1. The Chief Officer's Board (COB) is required to report six monthly to the Audit Committee on progress in relation to the implementation of the ICT Strategy.

Summary

2. The ICT Strategy focusses on five strategic priorities:
 - (a) ICT Service Development
 - (b) ICT Governance
 - (c) ICT Strategic Architecture
 - (d) Business Development
 - (e) ICT Competent Workforce
3. This report summarises progress on the main activities within each of these priorities.

Recommendation

4. It is recommended that progress on the implementation of the ICT Strategy be noted.

Reasons

5. The recommendation is supported to provide the Audit Committee with evidence to reflect on progress in delivery of the Council's ICT Strategy.

**Ian Miles
Assistant Director – Xentrall Shared Services**

Background Papers

Darlington ICT Strategy 2014 - 2016

Ian Miles – Extension 157012

S17 Crime and Disorder	There is no specific crime and disorder impact.
Health and Well Being	There is no specific health and well being impact.
Carbon Impact	Some of the initiatives contained within ICT Strategy will help contribute towards the carbon reduction commitments.
Diversity	There is no specific diversity impact.
Wards Affected	All wards are affected equally.
Groups Affected	All groups are affected equally.
Budget and Policy Framework	Financial implications will be considered in the Medium-Term Financial Plan. This report does not affect the policy framework.
Key Decision	This is not a key decision.
Urgent Decision	This is not an urgent decision.
One Darlington: Perfectly Placed	The ICT strategy supports the business of the Council in delivering ODPP
Efficiency	There will be efficiency savings generated as a result of implementing the ICT Strategy. The introduction of new technology is key to providing efficiency savings within Council services.

MAIN REPORT

6. A revised strategy is being developed which builds upon the current strategy which has come to the end of its three year life. Progress on the themes of the existing ICT Strategy are described below and future reports to this committee will reflect the new ICT Strategy going forward.

ICT Service Development

7. All ICT service improvement activities are identified in the ICT Service Improvement Programme and this is managed and monitored by the ICT Management Team, supported by the ICT Process Excellence & Planning Officer. This group reviews the progress and priorities of this extensive and continual programme which is resourced through a combination of business as usual activities and planned projects within ICT. The majority of these activities relate to internal ICT procedures and standards which ultimately deliver improvements to the services ICT users receive.
8. The ICT Service Improvement Programme has also been informed by the outcomes of national benchmarking exercises with SOCITM (The Society of IT Management) and CIPFA (The Chartered Institute of Public Finance and Accountancy), as well as the governance activities outlined below.

ICT Governance

9. The Systems and Information Governance Group (which is the Chief Officers Board of Assistant Directors, but chaired by the Director of Neighbourhood Services & Resources for this purpose) undertakes an ICT Strategy monitoring role as well as overseeing and approving the ICT Work Plan, which covers all service based and corporate ICT projects. As well as this forum, regular updates on major ICT projects are also given to the Director of Neighbourhood Services & Resources and the Xentrall Executive Board on which he sits.
10. Since the last update to Members, ICT Services have continued to pass PCI DSS quarterly tests. These are the Payment Card Industry Data Security Standards. ICT have also completed the Council's annual PSN (Public Services Network) submission. As part of the on-going internal auditing regime, there has been a successful audit of the management of the virtualised server estate, with full assurance being given.

ICT Strategic Architecture

11. Progress has been made on a number of architecture projects during the last six months, many of which take place behind the scenes. These include:
 - (a) Continuing the roll-out of a new ICT network across the Council, with all network equipment now refreshed and some remaining links to be upgraded.
 - (b) Completion of the procurement exercise for a new mobile carrier for the Council's mobile phones, tablets and laptops. Work is now underway planning the cut-across from old to new providers.
 - (c) Upgrades to the GIS (Graphical Information System) tools and systems.

- (d) The procurement of a new e-forms solution to further develop on-line services via the Council's website.
- (e) Seamless upgrades of several server management and ICT management systems, with no downtime or impact on services.
- (f) Completion of further works in relation to ICT security and resilience, particularly in relation to anti-virus and threat detection.

Business Development

- 12. The service based Information & Systems Strategies inform the ICT Work Plan and this drives customer projects within the ICT service. As well as the management and monitoring of individual projects, the overall ICT Work Plan is monitored on a monthly cycle at the Systems and Information Governance Group (as described in paragraph 9 above). These ICT projects underpin many of the Council's business change activities.
- 13. As well as the central ICT architecture projects listed above, a further six service specific projects have been completed since the last progress report to this committee.

ICT Competent Workforce

- 14. An on-going comprehensive technical training programme exists for the ICT teams, as well as middle management training where appropriate.
- 15. The End User Computing sub-team continue to assist ICT users in their use and exploitation of ICT through on-going support, on-site visits, briefings and demonstration days.

Outcome of Consultation

- 16. There has been no formal consultation in the preparation of this report.