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**ICT STRATEGY – IMPLEMENTATION PROGRESS REPORT**

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**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 revised 2017 ICT Strategy focusses on three strategic priorities:
  - (a) ICT Governance and Service Development
  - (b) ICT Strategic Architecture
  - (c) Council Service Development and Transformation
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 2017 (attached)

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 ICT Strategy was approved by the Chief Officers Board earlier this year. This revision built upon the previous strategy which had come to the end of its three year life. The revised strategy can be found in **Appendix A**. Progress on the themes of this revised ICT Strategy are described below.

### ICT Governance and ICT Service Development

7. The Systems and Information Governance Group (which is the Chief Officers Board of Assistant Directors, but chaired by the Director of Neighbourhood Services and 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 and Resources and the Xentrall Executive Board on which he sits.
8. 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 been successfully audited by the British Standards Institute on both our ISO standards (Quality Management System and Information Security Management System) and as part of this audit process we have also migrated to the new Quality Management System standard regime (ISO 9001:2015).
9. In terms of ICT service development and related to the two ISO standards above, 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 and 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.

10. 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).

### **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) The on-going roll-out of a new mobile contract across the Council.
  - (b) Implementing the final stages of the upgraded network.
  - (c) Further investigation and preparations on the future of desktop services, including piloting Microsoft Office 365.
  - (d) Successful GCSx (Government Connect Secure eXtranet) contract migration (secure email facility e.g. used for Council Tax returns and “tell us once”).
  - (e) Successful implementation of Contact Centre call routing.
  - (f) Wi-Fi Implementation completed in Central House.

### **Council Service Development and Transformation**

12. The service based Information and 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 7 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.

### **Outcome of Consultation**

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