AUDIT COMMITTEE
24 OCTOBER 2018

ITEM NO. ....

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 current 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

Ian Miles – Extension 157012

S17 Crime and Disorder	There is no specific crime and disorder impact.
Health and Well Being	There is no specific heath 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. 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 Managing Director 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 Managing Director 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. Similarly, the ICT service is also progressing the PSN (the Government's Public Services Network) certification assessment, a precursor of which requires comprehensive penetration health checks of the Council's networks and systems.

9. Since the last update to Members in March, ICT Services have also achieved full assurance for a number of internal audits which have covered the following areas of the service:

    (a) Cloud Computing
    (b) Outlook Email
    (c) ICT Backup & Recovery and Disaster Recovery
    (d) Change Control
    (e) Firewalls

10. During the summer ICT Services successfully passed BSI re-audits on both the Quality Management System standard ISO9001 and the Information Security Management System standard ISO27001.

11. In terms of ICT service development and also related to the two ISO certifications ICT hold, 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.

ICT Strategic Architecture

12. 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 to progress with the major project of implementing Microsoft Office 365 as the Council's future desktop platform. As part of this programme, the Council's email system was successfully migrated earlier this month.

    (b) Continuing to assist colleagues in Xentrall HR with a major procurement and implementation of the replacement for the Council's HR and Payroll system.

(c) Completion of a project to increase the resilience of the Council's Wi-Fi service.

(d) Upgrades to various security systems including full disk encryption on laptops and tablets.

(e) Final completion of the upgrades to the Council's network.

Council Service Development and Transformation

13. 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 7 above). These ICT projects underpin many of the Council's business change activities.

14. As well as the central ICT architecture projects listed above, a further seven service specific projects have been completed since the last progress report to this committee.

Outcome of Consultation

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