AUDIT COMMITTEE
19 JUNE 2019

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:

- ICT Governance and Service Development
- ICT Strategic Architecture
- 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 has again been successfully externally audited and certified to use PSN (the Government's Public Services Network), a precursor of which requires comprehensive penetration health checks of the Council's networks and systems which took place earlier this year.

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

- Remote System Access
- ICT Project Management
- Active Directory
- Server Operating Systems
- Virtualised Server Estate
- Cloud Computing

10. In terms of ICT service development and also related to the two ISO certifications ICT hold (Information Security Management and Quality Management), 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

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) Commenced development on the detailed design of a new voice and data network for the Council to be implemented later this year.

b) Implemented GovWifi across Council buildings which supplements the existing self-service system. GovWifi is recognised across national and local government as a universal means of connection when visiting other government offices.

c) Continued with developments surrounding the migration and deployment of the Microsoft Office 365 suite of systems and associated platform.

d) Implemented measures on the Council's website to help mitigate against distributed denial of service attacks.

e) Renewed the McAfee security suite.

f) Implemented performance updates on the Council's server/storage estate.

Council Service Development and Transformation

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 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 thirteen service specific projects have been completed since the last progress report to this committee.

14. In addition to the above, ICT also undertook a simulated phishing attempt across all IT users to gauge their awareness to spam emails and the risks these present. The outcomes were presented to COE/COB and information was circulated wider via the weekly Briefing and management cascade.

Outcome of Consultation

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