POLICY & RESOURCES CABINET BOARD

25th March 2011

FINANCE & CORPORATE SERVICES

REPORT OF THE HEAD OF ICT
STEPHEN JOHN

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PART 1
SECTION A – MATTERS FOR DECISION

Approval and Adoption of the Corporate ICT Strategy

1.   Purpose of Report

To approve the content and adopt the approach detailed in the Corporate ICT Strategy Document.

2.   Background

The WAO – Preliminary Corporate Assessment which took place last year commented on the lack of an up to date ICT Strategy and recommended that this weakness be addressed.

They accepted that there was a version in existence but that it failed to recognise the changes that had taken place when the Council centralised its ICT services. They also commented that the subsequent "Lean Systems" review was likely to require the existing document to be amended.

The Council accepted the recommendation and the resulting ICT Strategy, and the companion Technology Framework, are included for Member approval prior to publication.

3.   ICT Strategy – Organisational Fit

The ICT Strategy is part of the wider Council Strategy addressing its related support services of Property, HR and ICT. It is the first of three strategies to be produced and will be intrinsically linked with those addressing the future delivery of the Property and HR services.

The ICT Strategy is not a technical document aimed at ICT staff but one that is meant to be used by all Council staff and Service Managers to engage with the ICT Service in order to transform their services and delivery options to achieve associated improvements in citizen outcomes.

The ICT Strategy should be viewed as a pervasive document, one that can be placed alongside any service report to ensure that the ICT implications of its recommendations are understood and capable of being met. It represents a new approach and culture shift in how the ICT service will engage across the Council and the strategy itself will allow Members and Senior Officers the opportunity to utilise its Objectives as part of their scrutiny process.

4. ICT Strategy – Structure and Approach

The ICT Strategy is constructed around a flow which begins with the Council's *Business Objectives* and finishes with a high level *Action Plan*.

The *Business Objectives* lead to the construction of specific *ICT Service Objectives*, which themselves translate into *Themes* for delivery.

Each of these *Themes* are examined in detail and a set of desired *Outcomes* are produced and it is the achievement of these that form the outline *Action Plan*.

The detail is in the strategy itself which can be found at Appendix A.

A companion document to the ICT Strategy has also been produced. It is the ICT Technical Framework and contains a baseline of the current ICT infrastructure which will be utilised to deliver the ICT Strategy.

The framework covers all Hardware, Software, Telephony and Networks currently deployed and can be found at Appendix B.

5. ICT Strategy – Key Points

The ICT Strategy:-

- recognises the principles of Systems Thinking and has embedded the approach at all levels
- understands the need for continual improvement and includes the appropriate service measures with an on-going commitment to achieve "Better for Less"
- acknowledges the current and on-going budget situation and will continue to be delivered within cash limits whilst reducing the need for Capital investment
- recommends the centralisation of ICT spend to maximise efficiencies and economies of scale
- is an engaging strategy, not a prescriptive one. It recognises that by adopting a themed approach it can address the Council's priorities whilst remaining flexible to service needs
- operates to service the needs of the Council whilst recognising that National and Regional initiatives need to be considered and delivered where a robust business case exists
- is aligned with the All Wales ICT Strategy produced by the Chief Information Officer(CIO) for Wales
- will be reviewed and reported on an annual basis

6.   Recommendation

It is recommended that Members approve the publication and adoption of the ICT Strategy and the ICT Technical Framework.

**PART 1
SECTION B – MATTERS FOR INFORMATION**

None

List of Background Papers
WAO Report – Preliminary Corporate Assessment – July 2010 Ref: 385A2010

Appendices
ICT Strategy 2011-2015   – Appendix A
ICT Technology Framework   – Appendix B

Wards Affected
All

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