

## Wiltshire Council

### Overview and Scrutiny Management Committee

17 July 2012

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**Subject:** Update on Information Systems

**Cabinet member:** Councillor John Noeken – Resources

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#### Purpose of Report

1. To update the committee on the progress made within Information Systems since the in-source of the team from Steria.

#### Background

2. The IT Technology Plan was created in 2011 but is currently undergoing its annual review and update. It was created to support and underpin the Corporate Business Plan 2011 – 2015. It seeks to define the business drivers of the Information Services team and lists the main themes of approach as :-

- Cost saving
- Changing organisational structure
- Campus and Operational Delivery Programme
- Environmental factors – Greening IT
- Opendata
- ICT in-sourcing exploitation and restructure
- New technology
- Applications development
- Enabling secure partnership working

#### Progress to date

3. Within each of these streams the IT Technology Plan provides an outline of what will be achieved and also details how the team will deliver the stream.
4. Cost saving – In the original report the team were committed to a budget reduction plan of £2.46m for 2011/12 with a further £1m for 2012/13, £0.75m for 2013/14 and £0.25m for 2014/15. Information Services achieved the planned savings of £2.46m for their first year and have committed to an increased figure of £1.3m for 2012/13 with a further £1.3m for 2013/14.
5. Changing organisational structure – The original ICT team which previously incorporated six service units underwent a restructure, reducing posts by 25 (including three Heads of Service) and then splitting off the former ICT Programme team to form the Corporate Programme team in the

Transformation group. Information Services now comprises of two distinct sections, Service Delivery and Business Solutions.

6. Campus and Operational Delivery Programme – The rollout of Windows 7 Standard Operating Environment (SOE) has enabled a greater level of flexible working across the council. Staff can now work securely from any main hub location and in fact anywhere that a corporate internet connection is available. Combined with this we have provided Instant Messaging and the ability to make video and voice calls via Lync.
7. Environmental factors (Greening IT) – As part of the Windows 7 SOE rollout we have moved staff from desktops to more energy efficient laptops with much better power management facilities. Also the additional facilities of Lync reduce the need for staff to travel for meetings. We have also switched 65% of our server estate from physical devices to virtual machines. This technology allows us to provide multiple virtual servers from a significantly reduced number of physical servers.
8. Opendata – We have increased transparency of the organisation's spending by publishing non confidential extracts from SAP to our internet pages providing information of our invoice payments. We have also provided details of key officer's salaries and expenses.
9. ICT in-sourcing exploitation and restructure – We have removed the contractors from Information Systems and have replaced them with permanent team members who are continuing to be developed to meet the demands of the organisation. Some roles have been difficult to recruit to, however we continue to work with our HR colleagues to fill roles and progress some workstreams that have been slowed as a result.
10. New technology – We continue to utilise new technology where it will provide a cost effective benefit to the organisation. For example we have upgraded our infrastructure (internet connections) to better cope with the demands of an ever more internet based business culture which will allow staff to access social media, streaming media content and ensure that staff can work from home when the weather is inclement.
11. Applications development – We have reduced the number of major applications in the council from over 500 to 396 so far. For example we have implemented a new Revenues and Benefits system which has allowed us to remove four previously diverse applications. A new planning system is due to be implemented later in the year.
12. Enabling secure partnership working – So far we have encrypted all the Windows 7 SOE laptops and introduced a Protective Marking scheme that allows better control and understanding of data impact levels when exchanging information with other partner organisations. We have also helped partners such as the Police to develop laptop builds that enable them to securely access their systems from council offices.

## **Conclusions**

13. The Information Services team will continue to work very closely with our Corporate Programme colleagues to support the council's fast paced transformation plans. We will be expanding on the following streams as we progress through 2012/13 financial year.

- Further cost savings
- Continue to move to Cloud computing
- Public Services Network (PSN)
- Improve Information Management
- Document Management for Core Services
- Bring your own Device (BYOD)
- Reducing the cost of shared support service with Partners
- Greater interaction from the general public

## **Proposal**

14. To note the progress made and the savings achieved since the in-source of the IT service provision from Steria.

**Jacqui White**  
**Service Director Business Services**

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**Background Papers:** None

**Appendices:** None