

## REPORT TO THE EXECUTIVE

Report No. 16

Date of Meeting	15 <sup>th</sup> March 2007
Title of Report	ICT Strategy 2007 – 2012
Portfolio	Customer Focus
Link to Corporate Priorities	Customer Focus
Key Decision	Yes
Executive Workplan Ref	B316
Public Report	Yes

### Summary of Report

This report seeks Members' approval for the ICT Strategy 2007–12.

### Officer Recommendations

**Members approve the ICT Strategy 2007–12.**

Other than those implications agreed with the relevant Officers and referred to below, there are no other implications associated with this report.

Financial Implications	Legal Implications	Community & Environmental Implications	Human Resources Implications	Equality & Diversity Implications
YES	NO	YES	YES	YES

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## **1. Introduction**

- 1.1 The report seeks Members' approval for the ICT Strategy 2007-12.
- 1.2 The ICT Strategy document is one strategy in support of the Council's overall Corporate Plan.

## **2. Options and Options Appraisal**

- 2.1 Option 1: To agree the ICT Strategy 2007-12 as set out at Annex 1. This is the preferred option.
- 2.2 Option 2: To agree amendments to the ICT Strategy 2007–12.

## **3. Background Information**

- 3.1 The Council has reached a key point in the development and use of Information and Communication Technology. Since the commencement of the e-Government Programme in 2001, the council has invested heavily in technology and has achieved the targets set by the Government's Implementing Electronic Government agenda along with many changes and improvements to the way we work as an organisation and the way in which people access Council services.
- 3.2 Looking forward, the agenda has changed to one of "Transformational Government" and ICT is key to enabling the aspirations set within this initiative. The relationship between people, ICT and other resources is at the heart of efficiency and modernisation. This means building on and maximising the return from the investment made to date, maintaining and enhancing our investment in new technologies, investing in projects that have the greatest potential for delivering efficiency and ensuring that we are using technology to deliver better public services.
- 3.3 The ICT Strategy looks at the period 2007-12 and will be reviewed and updated annually to take account of changes in corporate priorities, business and customer needs and advances in technology.
- 3.4 The detail of the ICT Strategy itself sets where we are now, our vision for 2012 and how we will get there. It takes into account Central Government and Wiltshire Customer First Partnership initiatives. In formulating the strategy workshops have been held with CMB, Team Leaders, Members and the ICT Services team.
- 3.5 The remainder of the ICT Strategy sets out, at high level, the plans for the future. It looks at the governance for ICT, technology infrastructure and ICT standards. It also looks at ICT training and development, identifies risks, looks at the role of the ICT Services team and details key actions for the period 2007-10.
- 3.6 The Strategy identifies how the council can ensure that it fully realises the benefits of its investment in technology as a key enabler, supporting service transformation to deliver better and more efficient public services.

## **4. Financial Implications**

- 4.1 The ICT Strategy contains a list of key ICT related projects for 2007-08 shown in Appendix 2 of the strategy. This list has been developed in conjunction with the budget process for 2007-08 and links to the revenue and capital budget 2007-10.

## 5. Community and Environment Implications

5.1 The ICT Strategy and its links to the implementation of the Customer Focus corporate priority is an important part of the Council's overall approach to improving services and interactions with the community of North Wiltshire.

## 6. Human Resource Implications

6.1 Delivery of key aspects of the ICT Strategy requires investment in team resource and technology. These have been the subject of separate budget bids which have been considered as part of the budget process for 2007-08.

6.2 There is an expectation that implementation of aspects of the ICT Strategy, particularly in the area of Service Transformation, will create efficiency savings across the Council. Project Managers will be expected to identify the efficiency savings in the business case. Where these savings result in reductions and/or changes to people resources, the Project Manager will be expected to have full consultation with Human Resources and the Trade Union, prior to the business case being approved.

## 7. Equality and Diversity Implications

7.1 An Equality Impact Assessment (EIA) has been completed for the ICT Strategy. A number of actions have been identified and included in service and work plans. A copy of the assessment is available on request.

## 8. Risk Analysis

8.1 A full risk analysis is included in Appendix 7 of the strategy.

<b>Appendices:</b>	<ul style="list-style-type: none"><li>• <b>ICT Strategy 2007-12</b></li><li>• <b>ICT Strategy 2007-12 Appendices</b></li></ul>
<b>Background Documents Used in the Preparation of this Report:</b>	<ul style="list-style-type: none"><li>• <b>Corporate Plan 2007-10</b></li><li>• <b>Council Wide Revenue Budget 2007-10</b></li><li>• <b>Capital Budget, Programme and Strategy 2007-10</b></li><li>• <b>Various SOCITM publications</b></li><li>• <b>Various national technical and service delivery standards for ICT</b></li></ul>

### Previous Decisions Connected with this Report

<b>Report</b>	<b>Committee &amp; Date</b>	<b>Minute Reference</b>