

## **Report to the Cabinet**

**Report reference:** C-039-2019/20  
**Date of meeting:** 26<sup>th</sup> March 2020



**Portfolio:** Customer Services – Cllr S Kane  
**Subject:** ICT Strategy  
**Responsible Officer:** Christine Ferrigi (01992 564179).  
**Democratic Services:** Adrian Hendry (01992 564246).

---

### **Recommendations/Decisions Required:**

**That Cabinet approve the replacement of the existing 2018-2023 ICT Strategy with a revised two-year Strategy for 2020-2022.**

### **Executive Summary:**

The current ICT Strategy was drafted in 2017 for implementation throughout 2018-2023. An independent review was recently carried out across ICT and the organisation to refocus on current and near future requirements.

The outcome of the independent review was that a revised ICT Strategy (Appendix A) would be required to focus on the expectations of the organisation for the next two years, by improving the basics and making better use of what we already have and investments that we have already made. This aim promotes an element of the Council's Customer Strategy; fixing the basics and an element of the MHCLG Local Digital Declaration (Appendix B); fixing our own plumbing.

### **Reasons for Proposed Decision:**

The current Strategy was developed in 2017, the organisation has moved on considerably and so have the requirements and expectations of ICT, meaning that the current Strategy is no longer fit for purpose.

### **Other Options for Action:**

Consideration was given to continuing to work to the 2018-2023 ICT Strategy, this was discounted as the Strategy is no longer fit for purpose and would not achieve the desired outcomes for the organisation.

### **Report:**

1. The current ICT Strategy was drafted in 2017 for implementation throughout 2018-2023, an independent review was recently carried out across ICT and the organisation to refocus on current and near future requirements.
2. The outcome of the independent review was that a revised ICT Strategy (Appendix A) would be required to focus on the expectations of the organisation for the next two

years, by improving the basics and making better use of what we already have and investments that we have already made. This aim promotes an element of the Council's Customer Strategy; fixing the basics and an element of the MHCLG Local Digital Declaration (Appendix B); fixing our own plumbing.

3. The intention of the 2018-2023 ICT Strategy was to improve corporate performance and customer service, improve ICT performance, enable the reduction in accommodation, and the changes in the use of that space and to enable users to work flexibly and more efficiently. All of those intentions remain the same.
4. The Strategy sets out the overall aims, objectives and benefits of the revised ICT Strategy for 2020-22. By the end of this period there will be a new Corporate Plan, that will require a new ICT Strategy.
5. Each theme of the ICT Strategy supports an area of the Council's Corporate Plan, with the aim to become Customer First and to be Digital by Default.
6. Updates on key milestones will be presented at the officer Quarterly Performance meetings and through Stronger Council.

**Resource Implications:**

Resources have been allocated through the recent budget process for £1.2m for 2020-2022 to support the delivery of the Strategy.

**Legal and Governance Implications:**

None.

**Safer, Cleaner and Greener Implications:**

None.

**Consultation Undertaken:**

Informal consultation was undertaken with Service Directors and Service Managers during an independent review, which informed the key themes of the Strategy.

**Background Papers:**

None.

**Risk Management:**

Alongside Appendix A, there will be a detailed programme of works that captures numerous items including risks and mitigation. These items will be reviewed and monitored on a monthly and quarterly basis, acting where required.