

TEWKESBURY BOROUGH COUNCIL

Report to:	Executive Committee
Date of Meeting:	5 February 2020
Subject:	ICT Strategy
Report of:	Head of Corporate Services
Corporate Lead:	Chief Executive
Lead Members:	Lead Member for Customer Focus
Number of Appendices:	One

Executive Summary:

To deliver the Council's priorities and to support day to day operational activities it is essential the Council's ICT infrastructure is as effective and secure as possible. It is the one service that really does impact upon all other service areas. The ICT strategy (2020-24) sets out four key themes to maximise the Council's ICT resource. The four themes proposed in the strategy centre around the infrastructure and network being; secure, sustainable, stable and simpler to manage. An action plan for 2020/21 is attached as an appendix to the strategy and will form the key activities of the ICT team over the next financial year. The action plan will be refreshed annually across the lifetime of the strategy. The strategy is attached at Appendix 1.

Recommendation:

To APPROVE the ICT Strategy.

Reasons for Recommendation:

ICT is fundamental to support the strategic and operational activities of the Council. A clear ICT strategy enables the effective deployment of ICT related resources to ensure the delivery of these activities whilst also keeping the ICT network safe and secure.

Resource Implications:

Projects identified within the action plan are funded through approved finances. An action within the action plan is to develop an ICT investment plan that will inform the Council's Medium Term Financial Strategy from 2021 onwards.

Legal Implications:

None directly associated with this report but legal advice will be sought where relevant and necessary such as procurement related activities.

Risk Management Implications:

If the Council does not have an ICT strategy then it would be difficult to demonstrate that resources are being directed to the right areas to support the Council's strategic and operational objectives.

Performance Management Follow-up:

An annual action plan will be developed to direct the ICT resource effectively and delivery of the action plan will be reported to the Transform Working Group.

Environmental Implications:

Where reasonably practical, ICT related activities will consider any environmental impact. Any actions arising from the audit of the Council's carbon neutrality position which relate to ICT will form part of the refreshed annual action plan.

1.0 INTRODUCTION/BACKGROUND

1.1 To deliver the Council's priorities and to support day to day operational activities it is essential the Council's ICT infrastructure is as effective and secure as possible. It is the one service that really does impact upon all other service areas. The ICT strategy (2020-24) sets out four key themes to maximise the Council's ICT resource. The four themes proposed in the strategy centre around the infrastructure and network being; secure, sustainable, stable and simpler to manage. An action plan for 2020/21 is attached as an appendix to the strategy and will form the key activities of the ICT team over the next financial year. The action plan will be refreshed annually across the lifetime of the strategy. The strategy is attached at Appendix 1.

2.0 KEY THEMES OF THE ICT STRATEGY**2.1 Security**

The increasing risk of cyber security cannot be underestimated. Failure to secure the Council's ICT resources correctly could lead to critical failure in its ability to deliver its services. This also has the potential of adverse reputational and financial costs. Key actions include the implementation and testing of a new firewall through to cultural awareness of risks around phishing/spam emails.

2.2 Sustainability

This theme is centered around developing an investment plan to offset the need to replace technology as each system goes end of life. This will support business planning as it will directly inform the Medium Term Financial Strategy. This will also require the need to horizon scan and identify emerging areas of technology that could be deployed for the benefit of the council. A key action will be to develop a register of ICT assets and when they will need to be replaced.

2.3 Stability

This relates to 'keeping the lights on' and ensuring system failures are kept to a minimum. Key actions include a review of disaster recovery plans through to preventative measures such as review of existing systems to identify potential single points of failure and how they can be managed.

2.4 Simplicity

This relates to making the ICT offering as simple to use for our staff and Members which in turn makes it easier for the ICT team to support. A key action is to carry out an assessment and implement the equipment that is necessary for staff to work effectively, and that they get the same experience regardless of location.

3.0 GOVERNANCE

3.1 An action within the strategy is to establish an internal ICT Technical Board comprising strategic officers across the Council. The purpose of the group is to provide governance and technical assurance for ICT related projects and hardware and software procurement. A role of this Board will also be to monitor delivery of the annual action plan within this strategy. It is also proposed there will be six monthly reporting to Transform Working Group. ICT is a key theme within the Council's transformation programme.

4.0 SUPPORT TO OTHER KEY STRATEGIES

4.1 Digital Strategy

The deployment of technology is fundamental to support the ambitions laid down within the recently approved Digital Strategy. Our digital approach is centred around 'people, process, technology' i.e. who we are providing the service to, what is the most effective way to provide that service and then what technology is required to effect the change.

Commercialisation Strategy

One of the two main themes of the Commercialisation Strategy is maximising efficiencies. The use of technology is a key tool to driving out these efficiencies.

Workforce Development Strategy

ICT is an enabler of workforce development and key themes within this strategy include releasing productivity and digital transformation.

5.0 OTHER OPTIONS CONSIDERED

5.1 None.

6.0 CONSULTATION

6.1 None.

7.0 RELEVANT COUNCIL POLICIES/STRATEGIES

7.1 Commercialisation Strategy, Workforce Development Strategy, Digital Strategy and Council Plan.

8.0 RELEVANT GOVERNMENT POLICIES

8.1 None directly.

9.0 RESOURCE IMPLICATIONS (Human/Property)

9.1 A couple of the actions in the action plan look to maximise the manpower within the ICT team.

10.0 SUSTAINABILITY IMPLICATIONS (Social/Community Safety/Cultural/ Economic/ Environment)

10.1 Where appropriate, these will be considered as part of any ICT procurement activity.

11.0 IMPACT UPON (Value For Money/Equalities/E-Government/Human Rights/Health And Safety)

11.1 The strategy directly supports any digital initiatives and has specific actions relating to Value For Money.

12.0 RELATED DECISIONS AND ANY OTHER RELEVANT FACTS

12.1 None.

Background Papers: None.

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Appendices: 1. ICT Strategy.