

ICT Service Plan 2012/13

Action Plan			
Action Code	ACTION	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date
Strapline: Opportunities for everyone to contribute to and access the council's services Corporate Priority: People			
12-ICT01	To support the shared services programme for ICT Services.	Target: Project Plan timescales met for 2012/13. Outcome: Improved resilience and economy, efficiency and effectiveness of ICT Services. Critical Success Factors: Support from other services and partner(s) Environmental Impacts: None	Detailed Business Case May 2012. Implementation date TBC.
12-ICT02	Projects as detailed on the Capital Programme 2012/13 and as agreed by the IT Steering Group.	Target: Capital Programme 2012/13 Outcome: Mayrise upgrade, remote and mobile working in Environmental Services, and self-service for customers through the web.Development Control and Building Control software Critical Success Factors: Support from other services and partner(s) Environmental Impacts: None	2012/13
12-ICT03	To further develop and refine the ICT Performance management information ensuring the stability of the network and improving response to Helpdesk calls.	Target: To provide Monthly Performance figures to Director of Internal Services and Head of PIP, to facilitate management review of ICT activities. Outcome: Improved resilience and economy, efficiency and effectiveness of ICT Services. Critical Success Factors: Support from other services. Environmental Impacts: None	ongoing, monthly
12-ICT04	To identify and implement measures to enhance user ICT skills.	Target: To develop users ICT skills and enhance their knowledge, via quarterly DMT meetings and standard ICT Training. Outcome: Improved Productivity. Critical Success Factors: Support from other services. Environmental Impacts: None	ongoing, quarterly
12-ICT05	To complete actions from the ICT Staff Survey action plan 2010/11	Target: To complete actions for the ICT staff survey 2010/11 Outcome: As identified in the action plan Critical Success Factors: Resources. Environmental Impacts: None	ongoing, quarterly