

EAST HERTS COUNCIL

CORPORATE BUSINESS SCRUTINY COMMITTEE – 17 MARCH 2015

EXECUTIVE – 8 JUNE 2015

REPORT BY EXECUTIVE MEMBER FOR FINANCE AND SUPPORT SERVICES

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EAST HERTS ICT STRATEGY 2015 – 2018

WARD(S) AFFECTED: ALL

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**Purpose/Summary of Report**

**To introduce and summarise the ICT Strategy for East Herts Council set out in Essential Reference Paper 'B'.**

<b><u>RECOMMENDATION FOR CORPORATE BUSINESS SCRUTINY:</u></b>	
<b>That:</b>	
<b>(A)</b>	<b>The ICT Strategy detailed in Essential Reference Paper 'B' be scrutinised; and</b>
<b>(B)</b>	<b>The Executive be advised of any recommendations.</b>
<b><u>RECOMMENDATION FOR EXECUTIVE:</u> That:</b>	
<b>(A)</b>	<b>The Council's ICT Strategy be approved as detailed in Essential Reference Paper 'B'.</b>

1.0 Background

1.1 The Shared Service covering ICT and Print and Graphic Design Services was established in August 2013. During the first eighteen months of operation, the ICT Service has implemented a range of new systems and services that were urgently required by the Council. ICT Service Managers have also talked at length to managers and staff across the Council and with the Executive Member for Economic Development to understand how ICT can support the Council's key priorities for the future.

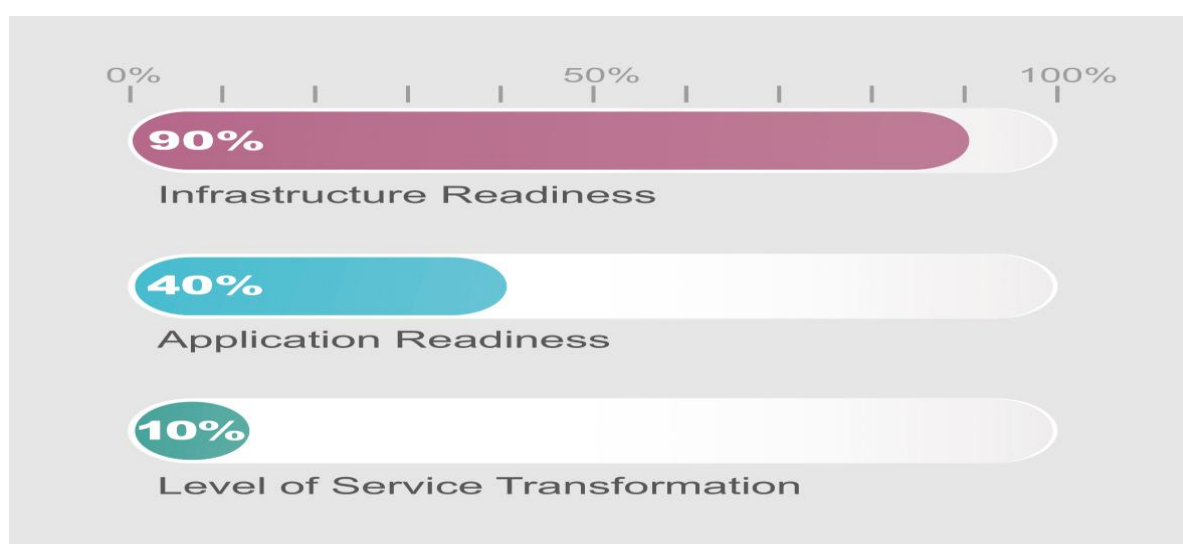
1.2 The East Herts ICT Strategy for 2015-2018 set out in **Essential Reference Paper 'B'** reflects these conversations as well as

other documents such as the draft Customer Services Strategy that set a strategic direction for the Council.

## 2.0 Report

2.1 The strategy draws a number of key conclusions about ICT in the Council. To be fully able to utilise technology in a transformational way, the Council must put in place strong foundations upon which to build. These foundations relate to ICT systems themselves, but also to the organisation's knowledge of IT, skills and aligned structures and governance systems. The progress made by the Council with respect to systems is set out diagrammatically below.

### **Progress in Implementing ICT Systems**



- 2.2 The main focus since the shared service was set up has been to implement new, improved infrastructure. The large majority of staff and Members can now access systems flexibly using any type of IT device from anywhere they have access to the internet. The new systems have been fully audited and are secure.
- 2.3 A programme of work to replace key East Herts business applications is also underway. A new system for Planning was implemented successfully on time and to budget in February 2015. Further new systems will be implemented during 2015-16 and the suitability of a range of other systems is to be reviewed.
- 2.4 Once systems are fit for purpose, the Council will be able to fully exploit opportunities to deliver digitally driven, more efficient services in line with the objectives of the Customer Services and other corporate strategies.

- 2.5 During 2015-16, ICT will also have capacity to deliver some transformational work. It is likely that the majority of the work required to support the delivery of the customer services strategy and other major service based initiatives will be identified by services during the first two quarters of 2015-16. ICT staff will work alongside colleagues from Customer Services, Business Development and the services in question to support this review process. Work for the ICT Service to support the delivery of customer services projects cannot begin in earnest until specific project proposals have been identified and agreed. There is sufficient resource in existing ICT capital budgets to allow the service to recruit additional capacity to support this programme during 2015-16 if the need arises.
- 2.6 The focus for implementing the ICT Strategy is summarised in the table below. As much time as possible has been aside in years two to four of the strategy to support service transformation work.

**Strategy Implementation: Overview**

Year	Focus
Year 1	Complete Infrastructure work Replace Priority Business Applications Review Remaining Applications Pathfinder Transformation projects
Year 2	Complete Replacement of Applications Priority Transformation Projects
Years 3/4	Whole Focus on Service Transformation

3.0 Implications/Consultations

- 3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers

None

Contact Member: Geoffrey Williamson – Executive Member for Finance and Support Services  
[geoffrey.williamson@eastherts.gov.uk](mailto:geoffrey.williamson@eastherts.gov.uk)

Contact Officer: Henry Lewis – Head of Business and Technology Services, Tel: 01438 242496. E-mail:

[henry.lewis@eastherts.gov.uk](mailto:henry.lewis@eastherts.gov.uk)

Report Author:

Henry Lewis – Head of Business and Technology Services, Tel: 01438 242496. E-mail: [henry.lewis@eastherts.gov.uk](mailto:henry.lewis@eastherts.gov.uk)