

ICT Service Plan 2012/13

Action Plan					Connections	
Action Code	ACTION	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:	Resources
<b>Strapline: Opportunities for everyone to contribute to and access the council's services</b> <b>Corporate Priority: People</b>						
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.	Head of PIP	Action will impact on all support services provided by ICT to other service areas and Partner(s)	within approved budgets. Resources needed to support the programme board
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	Network and Support Manager and Development Manager	Action will impact on services and customers	within approved budgets. Resources needed to support the programme board
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	Network and Support Manager and Development Manager	To Improve efficiency and effectiveness of ICT services which will impact on all service areas	within approved budgets
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	Network and Support Manager and Development Manager	To Improve efficiency and effectiveness of ICT services which will impact on all service areas	within approved budgets
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	Network and Support Manager and Development Manager	To Improve efficiency and effectiveness of ICT services which will impact on all service areas	within approved budgets