

Action Plan						Connections
Action Code	ACTION	What role will the service play?	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:
Corporate Priority: People						
Strapline: Fair and accessible services for those that use them and opportunities for everyone to contribute						
Deliver strong and relevant services						
13-ICT01	Develop formal shared services proposals for ICT services	Partner	Target: Project Plan timescales met for 2013 Outcome: Improved resilience and economy, efficiency and effectiveness of ICT Services. Critical Success Factors: Support from other services and partner Environmental Impacts: To be considered as part of the business plan	Detailed business case TBC 2013 Implementation date TBC 2013	Head of People, ICT and Property Services	Actions will impact on support services provided by ICT to other services areas and partner
13-ICT02	Develop proposals to take forward infrastructure (data centre) improvement as part of the formal shared services proposals	Partner	Target: Project Plan timescales met for 2013 Outcome: Improved resilience and economy, efficiency and effectiveness of ICT Services. Critical Success Factors: Support from other services and partner Environmental Impacts: To be considered as part of the project plan	30 June 2013	Head of People, ICT and Property Services	Actions will impact on support services provided by ICT to other services areas and partner
13-ICT03	Delivery of ICT Technical Support plan 2013/14	Service Provider / Commissioner / Manager	Target: Delivery of the technical support plan 2013/14 within agreed priorities, timescales and budget Outcome: Improved efficiency and effectiveness of ICT services Critical Success Factors: Shared services project plan and agreed priorities by ITSG Environmental Impacts: Environmental issues taken into consideration as part of each priority action	31 March 2014	Head of People, ICT and Property Services	Actions will impact on support services provided by ICT to other services areas and partner
13-ICT04	Delivery of ICT Development plan 2013/14	Service Provider / Commissioner / Manager	Target: Delivery of the development plan 2013/14 within agreed priorities, timescales and budget Outcome: Improved efficiency and effectiveness of services Critical Success Factors: Shared services project plan and agreed priorities by ITSG Environmental Impacts: Environmental issues taken into consideration as part of each priority action and PID submission	31 March 2014	Head of People, ICT and Property Services	Actions will impact on services and customers