

**Shared Business and Technology Services - Service Plan 2015/16**

Action Plan						Connections	
Action Code	ACTION	What role will the service play? (Please click in the cell to select the relevant role by clicking on the drop down arrow)	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:	Links to partnership wide agendas:

**Corporate Priority: People**  
**Strapline: Fair and accessible services for those who use them and opportunities for everyone to contribute**

**Deliver customer focused services**

<b>15-BTS01</b>	<b>Here to Help</b> Delivery of an on-line IT Service Desk System to provide alternative ways of accessing ICT services.	Service Provider / Commissioner / Manager	<b>Target:</b> Delivered by December 2015. <b>Outcome:</b> Customers better able to access services and assess performance. <b>Critical Success Factors:</b> Resolving likely resource and priority conflicts. <b>Environmental Impacts:</b> None.	31 December 2015	Head of Business & Technology Services	No Impact	None
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<b>15-BTS02</b>	<b>Here to Help</b> Draft and agree new ICT usage policies to enable more flexible use of ICT whilst maintaining strong system security and compliance with the rules laid out by the Public Services Network (PSN) and the Information Commissioner.	Service Provider / Commissioner / Manager	<b>Target:</b> Deliver by June 2015. <b>Outcome:</b> Customers able to access services more flexibly from different devices at home and at work. <b>Critical Success Factors:</b> Policies must meet with PSN and Data Protection rules. <b>Environmental Impacts:</b> None.	30 June 2015	Head of Business & Technology Services	No Impact	None
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**Corporate Priority: Prosperity**  
**Strapline: Improving the economic and social opportunities available to our communities**

**Deliver value for money and reduce our reliance on central government funding**

<b>15-BTS03</b>	Upgrade Microsoft Exchange to the 2010 version covering upgraded e-mail and calendar functionality.	Service Provider / Commissioner / Manager	<b>Target:</b> Delivery by December 2015. <b>Outcome:</b> Positive feedback from customers relating to new solutions, better use of calendar functionality and improved e-mail management. <b>Critical Success Factors:</b> Agreement of new policies on e-mail management, actions to reduce large backlogs of e-mail held and staff training. <b>Environmental Impacts:</b> None.	31 December 2015	Head of Business & Technology Services	Corporate Initiative	None
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15-BTS04	Deliver the milestones for 2015/16 set out in the new four year ICT Strategy that will begin in April 2015.	Service Provider / Commissioner / Manager	<p><b>Target:</b> ICT are consulting on the milestones with senior management and they will be reported to Corporate Business Scrutiny with the strategy itself in March 2015.</p> <p><b>Outcome:</b> Delivery of a wide range of benefits that will enable ICT to support the delivery of wider strategic objectives set out in corporate plans</p> <p><b>Critical Success Factors:</b> Support from the business to allow strategy implementation to be prioritised.</p> <p><b>Environmental Impacts:</b> None</p>	31 March 2016	Head of Business & Technology Services	No Impact	None