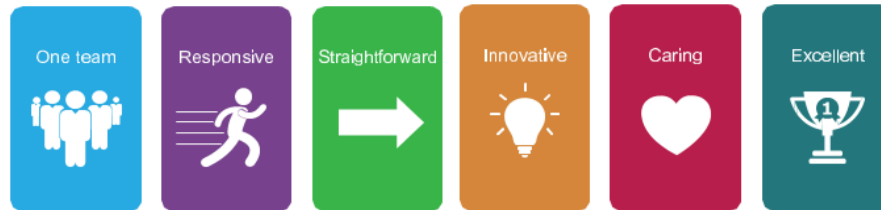


# ICT Joint Strategy - PLAN ON A PAGE



Our values

Strategic ICT Vision

A modern and transformational ICT service that drives and supports delivery of joined up services to customers through the effective use of technology.

Strategic Ambitions

Empowered Customers      Consolidation, simplification and standardisation of the ICT and digital estate      Working Smarter      Improved ICT governance and security

Action plan - areas of focus

<p>Development and launch a new website and online customer channels that enable 24/7 access to key council services</p> <p>A single citizen identification to allow customers to access all online services with a single login which should encourage take up of online</p> <p>Development of a new Digital Strategy and roadmap and investment plan that sets out how the Council will use digital technology to increase the range of online services, automate processes and</p> <p>Development of an Assisted Digital Service offer to enable people who are digitally excluded to access online services</p> <p>Implementation of a new digital waste system to allow for automation of waste processes and new online transactional</p> <p>Robotic Process Automation Pilots. This will involve the use of software that allows the automation of repetitive processes</p>	<p>The design and implementation of a new Enterprise Architecture that makes the best use of existing and new technology.</p> <p>Execution of a business application rationalisation plan that creates a smaller and more manageable ICT estate that will deliver efficiencies</p> <p>Delivery of a resilient and secure Hybrid ICT infrastructure through the installation of new hardware and software</p> <p>The implementation of a new Microwave Solution to remove the single of failure between the data centres at Daneshill House and Cavendish Road</p> <p>The provision of new Hosted Desktops that allow for flexible working and improved application performance, system</p> <p>The establishment of a Hardware and Software Asset Register that enables timely replacement, rationalisation and upgrade of systems and devices</p>	<p>The provision and effective use of new business tools including Microsoft Office 365 to increase staff productivity and reduce email traffic and on premise</p> <p>Rollout of Microsoft Intune and the installation of Microsoft Windows 10 Operating System on mobile devices to improve information and network security</p> <p>The introduction of single sign on for staff through the use of multi factor</p> <p>The deployment of back up and replication software that will provide enhanced ICT disaster recovery capability</p> <p>Decommission Windows 2008 servers and business applications</p>	<p>Rollout of a device (laptops and tablets) replacement programme</p> <p>Publication of a service catalogue that captures the range of hardware on offer to staff and Members to</p> <p>Undertake workstyle assessments and establish a set of ICT profiles for job roles to help determine ICT competency levels required and the tools to perform roles effectively</p> <p>The design and rollout of ICT and Digital Learning Programmes for staff and Members</p> <p>Create a technology innovation board, framework and forum for</p> <p>Development of a new Adoption and Change Management Approach to help the Council to accelerate the adoption of change, through enabling end users to understand and benefit from new ways</p> <p>Appointment of a Technology Advisory Partner(s) to support the development of a new Digital Strategy, an Enterprise Architecture, assist with the full adoption</p>	<p>Decommission GCSX Email due to product being discontinued</p> <p>Delivery of Public Sector Network Programme to ensure legislative ICT security compliance</p> <p>Replacement of email and web filtering systems to</p> <p>Annual hardware and software audits</p> <p>Introduction of Meta Compliance software to monitor, test and ensure policy compliance and reduce the threat of cyber</p> <p>Deployment of network monitoring software to ensure high performance and improve disaster recovery through the quick identification of ICT problems</p> <p>The procurement and use of data discovery software to enable data protection compliance and enable greater visibility of data</p> <p>Development and deployment of ICT Policy Framework</p> <p>Establish ICT Members Group to monitor ICT performance and progress</p>	<p>Establish and deliver Cyber Essentials Programme to further strengthen the security of ICT systems and networks</p> <p>Establishment and embedding of the new ICT Programme Management Office (PMO), Security and Networking Team and Print Service</p> <p>The drafting and approval of a new 3 year ICT Partnership Agreement</p>
--	---	--	--	---	---

Action plan outcomes

ICT Risks

Cyber Security Threats	ICT Infrastructure failures and poor system performance	Ongoing single points of failure	Unsupported legacy software and hardware	Tactical software and hardware purchases will continue that lead to an ever increasing and inefficient ICT estate that demonstrates poor VFM	Ability to make the best use of data will diminish	ICT Service will decline and will be unable to guarantee security of systems and provide the right technical support	Failure to take advantage of new digital technologies that will allow for the redesign of services, automation of processes and increased	Unable to meet the customer needs and expectations
------------------------	---	----------------------------------	--	--	--	--	---	--

Performance management & governance

ICT Partnership Agreement	Monthly ICT Scorecard reporting to ICT Partnership Board and quarterly to the ICT Members	Monthly reports to the ICT Partnership Board and quarterly to the ICT Members Group on progress made against the ICT Strategic	Public Sector Network Compliance health checks and annual assessments and accreditation	Cyber Essentials Accreditation and supporting Programme	Members ICT Group, ICT Partnership Board, ICT Steering Group, ICT PMO and Small Change Group
---------------------------	---	--	---	---	--

Finance

Core ICT Partnership Revenue Budgets	EHC and SBC Capital Strategy 2019/20 onwards and 2020/21 Revenue Budget	External Grant Funding for ICT Cyber Security Projects
--------------------------------------	---	--

