Essential Reference paper E : ICT Joint Strategy Implementation Plan 2019/20 to 2021/22

ICT Strategic Ambition	Project Ref. No.	Project Title	Project Description	Lead Officer	Project Status	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4	2020/21 Q1	2020/21 Q2	2020/21 Q3	2020/21 Q4	2021/22 Q1	2021/22 Q2	2021/22 Q3	2021/22 Q4
Empowered Customers	EC1	Digital Strategy	Creation of Digital strategy to compliment ICT strategy and provide a digital vision.	AD Digital and Transformation													
	EC2	Website	The procurement, design, development and launch of a new corporate website.	Hannah Brunt	Active												
	EC3	SBC Specific - Customer Experience Platform CSC-	SBC CTOC funded project Replacement of current Customer relationship management (CRM) software with digital platform Firmstep	Hannah Brunt													
	EC4	Customer Experience Platform - Customer Portal	CTOC funded project. Exploitation of digital platform Firmstep to allow more automation of web based services for all departments	Hannah Brunt	Active												
	EC5	Assisted Digital	Software assistance to aid customer to access systems simply and 24/7, for example chat bots and online payments.	Hannah Brunt													
	EC6	Citizens Identification	Single Citizen ID to allow access to all online services with a single login	Information Systems Manager													
	EC7	Waste Department solution	New software solution to allow greater productivity and digital inclusion to waste solution.	Carig Miller	Active												
	EC8	Robotic Process Automation Pilots	Software, which allows automation of repetitive processes to improve productivity and reduce error in data entry.	Information Systems Manager													
Consolidation, Simplification and Standardisation of the ICT and Digital Estate	CSS1	Enterprise Architecture	Evolution of network and systems to improve data quality, security and performance to streamline processes and increase overall productivity of systems and staff.	Simon Russell													
	CSS2	Application Rationalisation Roadmap	Reduce number of duplicate applications, applications not used and or licenses where possible.	Simon Russell	Active												
	CSS3	Azure Active Directory Exploitation	Single sign on (SSO) and Multi factor authentication (MFA) setup and deployment	Chris Day	Active												
	CSS4	Horizon Virtual Desktop Infrastructure	Upgrade to Windows 10	Chris Day	Active												
	CSS5	VMWare ESX Upgrade	To implement new hosted desktop hardware and software to improve performance and stability. Required for Window 10 Operating System and Microsoft Office 365.	Chris Day	Active												
	CSS6	VEEAM Back Software Upgrade	VEEAM Back up and Replication Software will provide the ICT Partnership with backup, restore and replication functionality for the new Virtual Desktops.	Chris Day													
	CSS7	Microsoft Windows Version 7 to 10 upgrade	Desktop/Laptop Upgrades	Peter Wain													
	CSS8	Intune Project	Mobile device management software (part of O365) for mobiles and laptops	Peter Wain	Active												
	CSS9	Auto Pilot	Operating System automation software (part of O365) to ease deployment of upgrades.	Peter Wain	Active												
	CSS10	Microwave Link	Procurement and installation of a Microwave Solution to provide a secondary link between the data centres at Dane shill House and Cavendish Road. Will remove the single point of failure that exists between the two sites.	Chris Day	Active												
	CSS11	Storage Replacement	Replacement of aging storage	Chris Day	Active												
	CSS12	Pre-Office 365 Configuration	Office 365 Pilot (if approved)	Information Systems Manager													
	CSS13	Microsoft Office 365 Deployment	O365 deployment and staff training	Information Systems Manager													
	CSS14	Microsoft Office 365 Exploitation	Exploitation of O365 to reduce software estate and increase productivity	Information Systems Manager													
	CSS15	Microsoft Windows 2008 Upgrade Programme	Remove all instance of Win 2008 to achieve security compliance	Chris Day	Active												
	CSS16	Switch Replacement	Replace switches to improve ICT Infrastructure performance. e.g. speed of data transfer.	Chris Day													
	CSS17	Telephony Upgrade	Upgrade Mitel telephony solution.	Paul Edwards													
	CSS18	Cloud Network Acceleration	If required as move to Cloud solutions increases.	Chris Day													
Working Smarter	CSS19	Hardware Replacement Programme	3-7 Year replacement programme depending on device	Simon Russell													
	WS2	Service Catalogue	A standard catalogue of available IT services to advice the wider organisation as to what is available from ICT.	Peter Wain													
	WS3	Promotion of ICT Design Principles	Communication to wider organisation of reason and purpose of design structure.	Peter Wain													
	WS4	ICT Profiles, Competencies and Supported Learning Programme	Staff work profiles to determine services required	Simon Russell													
	WS5	Adoption and Change Management Approach	Develop a new approach to adoption and change management and modern service management to enable services to accelerate the adoption of change	AD Digital and Transformation	Active												
	WS6	Innovation Board, Governance Framework and Forum	Forum to explore digital improvements across the council	AD Digital and Transformation													
	WS7	Audio Video Conferencing	Software and hardware implementation	Denis kalema													
Improved ICT Governance and Security	GS1	GCSX- Security and end of use	End of GCSX email use due to solution being discontinued	Peter Wain	Active												
	GS2	PSN Security Programme	Security changes to ensure legislative security compliance	Peter Wain	Active												
	GS3	Email Filtering Replacement	Replacement of current system	Peter Wain	Active												
	GS4	Web Filtering Replacement	Replacement of current system	Peter Wain	Active												
	GS5	Fire wall replacement	Replace firewalls to improve ICT & Cyber security	Peter Wain													
	GS6	Hardware and Software Audit	Audit of all software and hardware	Simon Russell	Active												
	GS7	Meta-Compliance	Deployment of Policies software	Peter Wain	Active												
	GS8	Meta Compliance Security Model	Software to deploy test phising campaigns	Peter Wain	Active												
	GS9	Network Monitoring Solution (SIEM)	Solution to enable network monitoring	Chris Day													
	GS10	Data Discovery Software	Software to enable GDPR compliance and greater visibility of data	Dumi Williams													
	GS12	Members ICT Group	Creation of Members group	Richard Protheroe													
	GS13	Print Service	Restructure of Print service - subject to staff consultation	Simon Russell	Active												
	GS14	Information Governance - Joint Proposals SBC/EH(	Creation of Joint Information Governance department	Simon Russell	Active												

	GS15	Cyber Essential Programme	Security changes to ensure enhanced security compliance	Peter Wain	Active												