Appendix B: ICT Joint Strategy Implementation Plan 2019/20 to 2021/22

| | Project Ref. | | | | | | 2019/2 |) | | 202 | 20/21 | | | 202 | 21/22 | |
|-------------------------------|----------------|--|--|------------------------------------|----------------|----|--|----|----|-----|-------|----|----|-----|-------|----|
| ICT Strategic Ambition | No. | Project Title | Project Description | Lead Officer | Project Status | Q1 | Q2 Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | 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 | | | | | | | | | | | |
| | | SBC Specific - Customer Experience Platform CSC | SBC CTOC funded project Replacement of current Customer relationship management | | | | | | | | | | | | | |
| | EC3 | SBC Specific - Customer Experience Flatform CSC | (CRM) software with digital platform Firmstep | Hannah Brunt | | | | | | | | | | | | |
| | | Customer Experience Platform - Customer Porta | CTOC funded project. Exploitation of digital platform Firmstep to allow more automation | | | | | | | | | | | | | |
| | EC4 | Customer Experience Fluttorni Customer Fortu | of web based services for all departments | Hannah Brunt | Active | | | | | | | | | | | |
| | | Assisted Digital | Software assistance to aid customer to access systems simply and 24/7, for example chat | | | | | | | | | | | | | |
| | EC5 | <u> </u> | 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 | | | | | | | | | | | | |
| | 100 | | Single Citizen ID to allow access to all offline services with a single login | Manager | | | | | | | | _ | | | + | |
| | EC7 | Waste Department solution | New software solution to allow greater productivity and digital inclusion to waste solution. | Carig Miller | Active | | | | | | | | | | | |
| | | Balantia Barana A. Janantia a Bilata | Software, which allows automation of repetitive processes to improve productivity and | Information Systems | | | | | | | | | | | | |
| | EC8 | Robotic Process Automation Pilots | reduce error in data entry. | Manager | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | Enterprise Architecture | Evolution of network and systems to improve data quality, security and performance to | | | | | | | | | | | | | |
| | CSS1 | | | Simon Russell | | | | | | | | | | | | |
| | 0000 | Application Rationalisation Roadmap | Reduce number of duplicate applications, applications not used and or licenses where | Since Borell | A -11 - | | | | | | | | | | | |
| | CSS2 | A Add a Bissalas E alaiteita | possible. Single sign on (SSO) and Multi-factor authoritisation (MEA) setup and deployment. | Simon Russell | Active | | | | | _ | _ | | | | | _ |
| | CSS3 | Azure Active Directory Exploitation | | Chris Day | Active | | | | | | _ | | | | | |
| | CSS4 | Horizon Virtual Desktop Infrastructure | | Chris Day | Active | | | | | | 1 | - | | | 1 | + |
| | | 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 | | | | | | | | | | | | |
| | CSS5 | Vivivale LSA Opgrade | stability. Required for William 10 Operating System and Wilcrosoft Office 303. | | Active | | | | | | | | | | | |
| | <u> </u> | | VEEAM Back up and Replication Software will provide the ICT Partnership with backup, | Chris Day | recive | | | | | | | | | | | |
| | CSS6 | VEEAM Back Software Upgrade | restore and replication functionality for the new Virtual Desktops. | | | | | | | | | | | | | |
| | 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 | | | | | | | | | | | |
| Simplification and | | Auto Pilot | | | | | | | | | | | | | | |
| Standardisation of the | CSS9 | Auto Pilot | Operating System automation software (part of O365) to ease deployment of upgrades. | Peter Wain | Active | | | | | | | | | | | |
| ICT and Digital Estate | | | Procurement and installation of a Microwave Solution to provide a secondary link between | | | | | | | | | | | | | |
| | | Microwave Link | the data centres at Dane shill House and Cavendish Road. Will remove the single point of | | | | | | | | | | | | | |
| | CSS10 | | failure that exists between the two sites. | Chris Day | Active | | | | | | | | | | | |
| | CSS11 | Storage Replacement | Replacement of aging storage | Chris Day | Active | | | | | _ | | | | | | |
| | 65513 | Pre-Office 365 Configuration | Office 2CF Bilat (if a regressed) | Information Systems | | | | | | | | | | | | |
| | CSS12 | | Office 365 Pilot (if approved) | Manager Information Systems | | _ | _ | | | _ | | | - | | + | + |
| | CSS13 | Microsoft Office 365 Deployment | O365 deployment and staff training | Manager | | | | | | | | | | | | |
| | C3313 | | osos deployment una stari training | Information Systems | | | | | | | | | | | | |
| | CSS14 | Microsoft Office 365 Exploitation | Exploitation of O365 to reduce software estate and increase productivity | Manager | | | | | | | | | | | | |
| | | Microsoft Windows 2008 Upgrade Programme | | | ļ | | | | | | | | | | | |
| | CSS15 | | 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 CSS18 | Telephony Upgrade Cloud Network Acceleration | Upgrade Mitel telephony solution. If required as move to Cloud solutions increases. | Paul Edwards Chris Day | | + | | | | | + | | | | | |
| | CSS18 | Hardware Replacement Programme | ' | Simon Russell | | | | | | | | | | | | |
| | | | A standard catalogue of available IT services to advice the wider organisation as to what is | Jilloli Russell | | | | | | _ | | | | | | _ |
| | WS2 | Service Catalogue | available from ICT. | Peter Wain | | | | | | | | | | | | |
| | WS3 | Promotion of ICT Design Principles | Communication to wider organisation of reason and purpose of design structure. | Peter Wain | 1 | | | | | | | | | | | 1 |
| | <u> </u> | ICT Profiles, Competencies and Supported | The state of the s | 1 | | | + + | | | | | | | | | |
| Working Smarter | WS4 | Learning Programme | Staff work profiles to determine services required | Simon Russell | | | | | | | | | | | | |
| | | Adoption and Change Management Approach | Develop a new approach to adoption and change management and modern service | AD Digital and | | | | | | | | | | | | |
| | WS5 | | management to enable services to accelerate the adoption of change | Transformation | Active | | | | | | | | | | | |
| | | Innovation Board, Governance Framework and | | AD Digital and | | | | | | | | | | | | |
| | | Forum | Forum to explore digital improvements across the council | Transformation | | | | | | | - | | | | 1 | |
| | WS7 GS1 | Audio Video Conferencing GCSX- Security and end of use | Software and hardware implementation End of GCSX email use due to solution being discontinued | Denis kalema Peter Wain | Active | | | | | | - | | | | 1 | + |
| | | PSN Security Programme | Security changes to ensure legislative security compliance | Peter Wain | Active | + | | | | | | | | | | |
| | GS3 | Email Filtering Replacement | Replacement of current system | Peter Wain | Active | 1 | | | | | | | | | | |
| | | Web Filtering Replacement | Replacement of current system | Peter Wain | Active | | | | | | 1 | 1 | | | 1 | 1 |
| | 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 | | | | | | | | | | | |
| | | 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 | | | | | | | | | | | 1 | |
| | GS10 | Data Discovery Software | Software to enable GDPR compliance and greater visibility of data | Dumi Williams | | | + | | | | | - | - | | 1 | + |
| | GS12 GS13 | Members ICT Group Print Service | Creation of Members group Restructure of Print service - subject to staff consultation | Richard Protheroe Simon Russell | Active | | + + | | | | - | | - | | 1 | + |
| | GS13 | | H Creation of Joint Information Governance department | Simon Russell | Active | | + | | | | | _ | | | 1 | + |
| | GS14 GS15 | Cyber Essential Programme | Security changes to ensure enhanced security compliance | Peter Wain | Active | | | | | | | | | 1 | 1 | + |
| | | , , | , , o and a second completion | 1 | <u></u> | 1 | | | | | 1 | 1 | | 1 | 1 | |