

## Business Support - ICT Services Service Plan 2011/12

Action Plan					Connections	
Action Code	ACTION	Description (Target, Outcome and Critical Success Factors)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:	Resources

**Strapline: Fit for purpose, services fit for you**  
**Corporate Priority: Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation**

**By 2013 - Reduce the revenue burden to the taxpayer by completing our review of working arrangements and oversee the development of a single site for back office functions and service administration.**

11-BSI01	To work with the Programme Director of Change, to develop and deliver a project plan, that ensures the services part of C3W is delivered on time and that all the potential benefits identified by the service are delivered including the implementation of remote and home working and team desking arrangements.	<p><b>Target:</b> Project Plan timescales met for 2011/12.</p> <p><b>Outcome:</b> To have flexible ways of working that generate increased efficiencies and improved customer service through better IT systems and therefore reduce office space requirements.</p> <p><b>Critical Success Factors:</b> To implement business process improvements which will deliver business efficiencies.</p> <p><b>Environmental Impacts:</b> Reduced travelling to work and between sites improving carbon footprint.</p>	31 July 2011	Head of Business Support Services	Action will impact on all support services provided by ICT Services to other service areas.	Within approved budgets
11-BSI02	To ensure existing and new EDRM (Electronic Document and Record Management) scanning arrangements support the C3W Project.	<p><b>Target:</b> As EDRM, Mobile and Home Working is delivered throughout the authority, scanning of documentation must be fulfilled.</p> <p><b>Outcome:</b> EDRM processes that support home, flexible and remote working and facilitate service efficiencies and service improvement.</p> <p><b>Critical Success Factors:</b> Support from other services.</p> <p><b>Environmental Impacts:</b> Adoption of EDRM activities will reduce paper consumption and facilitate a reduction in travel and increase home working opportunities.</p>	31 July 2011	ICT Development Manager	Action will impact on EDRM services provided by ICT Services to other service areas.	Within approved budgets
11-BSI03	Continue to support colleagues and corporate working groups	<p><b>Target:</b> To develop an Information Communication Technology (ICT) Business Continuity Plan and implement business continuity arrangements. Support of Business Continuity Group.</p> <p><b>Outcome:</b> Resilient business continuity arrangements.</p> <p><b>Critical Success Factors:</b> Support from other services.</p> <p><b>Environmental Impacts:</b> None</p>	31 March 2012	Head of Business Support Services, ICT Managers	Action will impact on all support services provided by ICT to other service areas.	Within approved budgets

**By 2013 - Delivering financial efficiencies through shared service arrangements with other public sector bodies.**

11-BSI04	To support the project for shared service arrangements for ICT Services.	<p><b>Target:</b> Project Plan timescales met for 2011/12.</p> <p><b>Outcome:</b> Improved resilience and economy, efficiency and effectiveness of ICT Services.</p> <p><b>Critical Success Factors:</b> Support from other services and partner(s)</p> <p><b>Environmental Impacts:</b> None</p>	31 March 2012	Head of Business Support Services, ICT Managers	Action will impact on all support services provided by ICT to other service areas and Partner(s)	Within approved budgets
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**By 2013 - Increase the percentage of residents who agree that the council provides value for money.**

11-BSI05	To further develop and refine the ICT Performance management information.	<p><b>Target:</b> To provide Monthly Performance figures to Director of Internal Services and Head of Business Support Services, to facilitate management review of ICT activities.</p> <p><b>Outcome:</b> Improved resilience and economy, efficiency and effectiveness of ICT Services.</p> <p><b>Critical Success Factors:</b> Support from other services.</p> <p><b>Environmental Impacts:</b> None</p>	31 March 2012	Network & Support Manager and Development Manager	To Improve efficiency and effectiveness of ICT services which will impact on all service areas	Within approved budgets
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11-BSI06	To identify and implement measures to enhance user ICT skills.	<p><b>Target:</b> To develop users ICT skills and enhance their knowledge, via quarterly DMT meetings and standard ICT Training.</p> <p><b>Outcome:</b> Improved Productivity.</p> <p><b>Critical Success Factors:</b> Support from other services.</p> <p><b>Environmental Impacts:</b> None</p>	31 March 2012	Network & Support Manager and Development Manager	To Improve efficiency and effectiveness of ICT services which will impact on all service areas	Within approved budgets
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