WIRRAL COUNCIL

CABINET

24 SEPTEMBER 2009

REPORT OF THE DIRECTOR OF FINANCE

INFORMATION AND COMMUNCATION TECHNOLOGIES (ICT) STRATEGY 2009

1   EXECUTIVE SUMMARY

1.1   This report presents an updated draft of the rolling three year Information and Communication Technologies (ICT) Strategy. The strategy will be continuously reviewed and the updated document will be returned to Cabinet periodically.

1.2   Subject to any comments Cabinet is requested to approve the strategy.

2   BACKGROUND

2.1   The Council is a large user of ICT and as such requires a policy to manage and control the investment that it makes in ICT and to ensure that its use and any investment is aligned with and supports:

- The Corporate Plan and Vision for Wirral

- Corporate priorities, aims and objectives

- The Medium Term Financial Strategy

- The Strategic Change Programme including:

    Strategic Asset Review

    Customer Access Strategy

- Other Corporate strategies.

2.2   The ICT Strategy builds on a number of strategic decisions that have been approved by Cabinet in recent years including:

- Approval of the ICT Security Policy, most recently on 23 July 2009

- Core IT Systems replacement programme

- Central server and storage strategy, most recently on 5 February 2009 and 23 July 2009

- Corporate ICT Unit (IT Services)

2.3   The ICT Strategy 2008-11 was approved by Cabinet on 23 July 2008.

2.4   The ICT Strategy 2009 has been considered by the Information Strategy Group (ISG) and by the Corporate Improvement Group (CIG).

3   THE ICT STRATEGY

3.1   The Strategy addresses the following areas:

- What is meant by and included in "ICT"

- Fundamental principles for ICT developments

- Objectives for investment in ICT

- Existing strategic framework

- ICT governance

- Security policies for the use of ICT

- ICT funding

- Business continuity and disaster recovery

- Members' ICT provision

- Corporate systems and infrastructure

- Green ICT

- Service Quality

3.2   The Strategy contains as an appendix, an action plan to address issues identified.

3.3   The Strategy will be supported by an ICT work plan which will be reported to ISG and CIG.

4   CHANGES TO THE STRATEGY

4.1   Section 6, Governance, has been updated to reflect the roll of the Strategic Change Board.

4.2   A new Section 12, Service Quality, has been introduced to address performance and customer service issues.

4.3   Regarding the HR/ Payroll system, the decision of Cabinet on 19 March 2009 to procure and implement the most appropriate payroll and HR system is reflected in section 13, Corporate ICT Systems and section 14, Actions.

4.4   The coming year will see much effort directed to support and enabling of the Strategic Asset Review. Changes to networks and desktop environments are essential to achieving the Council ambitions concerning Neighbourhood Centres, reduced office accommodation costs and more flexible service delivery and are reflected throughout the Strategy.

4.5.   The scope of the Strategy has been extended to include training in Windows desktop applications (e-mail, word etc) for departmental staff as maximising use of this facility is essential to improving administrative efficiency. Action 24 relates to this.

4.6   Changes to the Strategy are in italics.

5   FINANCIAL AND STAFFING IMPLICATIONS

5.1   The gross budget of IT Services is £12.25m of which £9.55m is for Council services and £2.7m is the cost of the IT service to schools and which is recovered from schools. The budget does not include the cost of departmental PC purchases which is met from departmental budgets and estimated at a further £0.75m per year.

5.2   The Capital Programme includes a sum of £1.5m p.a. for 2009 to 2012 for the ICT implications of the Strategic Asset Review.

5.3   While the cost of desktop equipment is falling due to competition, manufacturing improvements and better procurement, there is a trend away from desktop pc's towards laptop and tablet type devices, for use in mobile working, and these are inherently more expensive. In future, a move towards a simplified desktop environment will lead to cost reductions and a reduction in support.

5.4   IT Services will investigate further achievable economies through changes in technology, elimination of overlap and duplication and through adoption Council wide of best practice.

6   EQUAL OPPORTUNITIES IMPLICATIONS

6.1   There are none arising directly from this report.

7   HUMAN RIGHTS IMPLICATIONS

7.1   There are none arising directly from this report.

8   LOCAL AGENDA 21 IMPLICATIONS

8.1   There are none arising directly from this report.

9   COMMUNITY SAFETY IMPLICATIONS

9.1   There are none arising directly from this report.

10   PLANNING IMPLICATIONS

10.1   There are none arising directly from this report.

11   LOCAL MEMBER SUPPORT IMPLICATIONS

11.1   There are no particular implications for any Members or wards arising out of this report.

12.   BACKGROUND PAPERS

12.1. ICT Strategy – July 2008

13   RECOMMENDATION

13.1   That the Information and Communication Technologies Strategy 2009 be approved.

                                            IAN COLEMAN
                                            DIRECTOR OF FINANCE

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