WIRRAL COUNCIL

AUDIT AND RISK MANAGEMENT COMMITTEE

17 JANUARY 2011

REPORT OF THE DIRECTOR OF FINANCE

INFORMATION AND COMMUNCATION TECHNOLOGIES (ICT) STRATEGY 2010-2013

1   EXECUTIVE SUMMARY

1.1   This report presents an updated draft of the rolling three year Information and Communication Technologies (ICT) Strategy. The strategy was agreed by the Cabinet on 25 November 2010 and will be continuously reviewed and the updated document will be returned to Cabinet periodically.

2   BACKGROUND

2.1   The Council is a large user of ICT and as such requires a policy to manage and control the investment in ICT and to ensure that 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:
  Office Rationalisation Project
  Customer Access Strategy
- Other Corporate strategies.

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

- Approval of the ICT Security Policy, most recently on 2 September 2010
- Core IT Systems replacement programme
- Central server and storage strategy, most recently by Cabinet on 23 July 2009.
- The recommendation of the ICT Strategic Review approved by Cabinet on 14 October 2010.

2.3   The ICT Strategy 2009-12 was most recently approved by Cabinet on 24 September 2009.

2.4   The ICT Strategy 2010-13 has been informed by the views of Departmental representatives on the Information Strategy Group (ISG).

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
- Green ICT
- Service Quality
- Corporate systems and infrastructure

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.

4 CHANGES TO THE STRATEGY

4.1 Section 6, Governance, has been updated to reflect the decision of Cabinet on 22 July 2010 to amend the responsibility for management of the strategic change programme and to amend the membership of the Strategic Change Programme Board.

4.2 Section 6 also includes the requirement that all ICT developments are to be subject to a business case including an analysis of the impact on existing corporate resources, a technical evaluation by IT Services, an Equality Impact Assessment and information on any environmental impact.

4.3 Section 8, ICT Resources has been expanded to include further information on changes to the revenue budget and on reserves.

4.4 Section 12, Service Quality, now includes a commitment to consult Members and other users regarding hours of support.

4.5 Sections 13 and 14, Corporate ICT Systems and Infrastructure, and Actions, include reference to:

- Future changes to the Microsoft software in use (including e-mail and operating systems) that will have a significant cost and in view of this the potential to use Open Source software will be investigated
- Reviews of the current Customer Relationship Management (CRM) and Electronic Document Records Management systems
- The implementation of the new internet and intranet sites using Open Source software
- The potential acquisition of the Adult Integrated Solution (AIS) for DASS, a development of the existing SWIFT system
- The decommissioning of the national ContactPoint system
- The continuing changes required to retain Government Connect accreditation
- Changes being made to networks, telephony and desktop structures in support of the Office Rationalisation Project
- Investigation of data centre options for improved business continuity and disaster recovery
- The potential for sharing services including networks and data centres with potential partners including the local NHS
- Implementation of full device encryption for all mobile devices
- Management and control of all removable media
- Facilitating the use of social networking tools in conjunction with the Head of Tourism and Marketing
- The need to enable the appropriate sharing of Council information with the public for re-use.

4.6. The principal actions arising from the Strategic Review of ICT are included where appropriate in Section 14.

4.7. Changes to the Strategy are in italics.

5 FINANCIAL AND STAFFING IMPLICATIONS

5.1 The gross budget of IT Services is £12.75m of which £10.06m is for Council services and £2.69m is the cost of the IT service to schools which is recovered from schools. The budget for Council services includes the cost of departmental PC's and associated servers of £750,000 per year.

5.2 The Capital Programme includes a sum of £6m over four years for the ICT implications of the Office Rationalisation Project.

5.3 The implementation of the recommendations of the Strategic Review of ICT together with changes in technology, reductions in staffing and in the number and use of buildings should enable savings of £1.7m to be realised over four years.

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   Business cases in support of ICT developments should include information on the environmental impact of the development.

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   The provision of ICT facilities to Members can be found at Section 10 of the Strategy.

12.   BACKGROUND PAPERS

12.1.   ICT Strategy – September 2009

13   RECOMMENDATION

13.1   That the updated Information and Communication Technologies Strategy 2010-2013 be noted.

IAN COLEMAN
DIRECTOR OF FINANCE

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