

**WIRRAL COUNCIL**

**CABINET**

**13 OCTOBER 2011**

<b>SUBJECT:</b>	<b>INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT) STRATEGY 2011 - 2014</b>
<b>WARD/S AFFECTED:</b>	<b>ALL</b>
<b>REPORT OF:</b>	<b>DIRECTOR OF FINANCE</b>
<b>RESPONSIBLE PORTFOLIO HOLDER:</b>	<b>COUNCILLOR STEPHEN FOULKES</b>
<b>KEY DECISION?</b>	<b>NO</b>

**1.0 EXECUTIVE SUMMARY**

1.1 This report presents an update 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. The ICT Strategy supports the Council in the delivery of corporate priorities. IT Services commitment to save £1.7m over four years from 2011/12 following the 'ICT Strategic Review' is within the strategy.

**2.0 RECOMMENDATION**

2.1 That the Information and Communication Technologies Strategy 2011- 2014 be approved.

**3.0 REASON FOR RECOMMENDATION**

3.1 To take forward the Council investment in ICT

**4.0 BACKGROUND AND KEY ISSUES**

4.1 The Council is a large user of ICT and as such requires a strategy 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  
Customer Access Strategy
- Other Corporate strategies.

4.2 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 approved on 2 September 2010
- Core IT applications replacement programme

- Central server and storage strategy, most recently approved by Cabinet on 23 July 2009.
- The recommendations of the ICT Strategic Review approved by Cabinet on 14 October 2010.
- The independent review of the development of Oracle CRM and Documentum approved by Cabinet on 23 June 2011.

4.3 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

4.4. **Changes to the Strategy**

- a. Section 6, Governance, has been updated to reflect the revised membership of the Strategic Change Programme Board.
- b. Section 6 has also been revised to reflect the revised governance arrangements. Control and co-ordination of programmes and the development of related policies has been delegated to the Information Strategy Group (ISG).
- c. Section 7 identifies Information Asset Owners and their responsibility for the lifecycle management of the data/information assets they control.
- d. Section 7 now includes a commitment to monitor and respond appropriately to anticipated guidance from the recently created Office of Cyber Security and Information Assurance. Cyber threats have been identified by the Government as one of the three key threats to the UK.
- e. Section 8 revises a commitment in the ICT Strategy 2010 – 2013 regarding the training in the use of desktop software. A contract to provide training by an external supplier was to have been negotiated. After a review of training provision the Organisational Development Team within HR will manage and deliver the training in the use of desktop software.
- f. Section 8 references potential shared services for the delivery of network services and use of data centres.

- g. Section 9 has been revised to highlight that it is the responsibility of service owners to ensure business continuity in the event of a failure of ICT.
- h. Section 10 has been revised to reflect the present agreed hours of support to Members, i.e. 07.00 to 21.00.
- i. Sections 13 and 14, Corporate ICT Systems and Infrastructure, and Actions, include reference to:
  - Future changes to the version of 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 is being investigated. A report on options and implications will be brought to Cabinet by June 2012
  - The suspension of the Strategic Change Programme projects for electronic/single billing and the scanning of invoices whilst the business cases are reviewed.
  - The requirement to move to Oracle V12 or an alternative by November 2013.
  - Future developments for the Customer Relationship Management (CRM) and Electronic Document Records Management systems
  - Significant projects in support of the Revenues and Benefits system to deliver the functionality required to support the Local Council Tax Benefits/Rebate scheme; the single fraud investigation involving Wirral Council, HM Revenue and Customs (HMRC) and the Department for Work and Pensions (DWP), to be led by the DWP.
  - A project to integrate Libraries with One Stop Shops to enable co-located service provision and the introduction of radio frequency identification of library books and e-books.
  - The potential acquisition of the Adult Integrated Solution (AIS) for DASS, a development of the existing SWIFT system.
  - Renewal of the Multi Function Device (MFD) contract which will include print management software that diverts large tasks automatically to the Print Unit to ensure the most cost effective printing is used.
  - Strategic Change Programme Management Information 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 Interim Head of Planning, Engagement and Communications.
  - The need to enable the appropriate sharing of Council information with the public for re-use.

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

4.5. Changes to the Strategy are in italics.

## **5.0 RELEVANT RISKS**

5.1 There are many demands on the ICT resources which are committed to corporate and departmental projects. Change of direction or priorities has an impact on IT Services resources. It is not efficient to move staff from one project on to another and then back again.

5.2 Elements of the ICT Strategy are to deliver external requirements that the Council can not control, e.g. Government Connect Code of Connection and Government Strategy in relation to ICT.

## **6.0 OTHER OPTIONS CONSIDERED**

6.1 Each element/project within the strategy will require all options to be considered in the development of the business case and prior to the investment decision.

## **7.0 CONSULTATION**

7.1 All departments have been consulted via the Information Strategy Group. Officers responsible for corporate strategies and corporate systems referenced in, and underpinned by, the ICT Strategy have been consulted.

## **8.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS**

8.1 The Voluntary, Community and Faith Sector Unit within Communications and Community Engagement has been consulted.

8.2 There are no direct implications arising from the ICT strategy for voluntary, community or faith organisations. However, service managers involved in projects delivered via the ICT Strategy may be able to involve voluntary, community or faith groups.

## **9.0 RESOURCE IMPLICATIONS: FINANCIAL; IT; STAFFING; AND ASSETS**

9.1 The total corporate revenue budget for ICT provision in 2011/12 is £13.35m. This covers service provision to all Council Departments (£10.61m) and the majority of schools (£2.74m). Council ICT resources are detailed in section 8 of the Strategy.

## **10.0 LEGAL IMPLICATIONS**

10.1 None

## **11.0 EQUALITIES IMPLICATIONS**

11.1 Has the potential impact of your proposal(s) been reviewed with regard to equality?

b) No because there is no relevance to equality.

## **12.0 CARBON REDUCTION IMPLICATIONS**

12.1 Section 11 of the ICT Strategy addresses this issue. The relevant entry is repeated below

12.2 IT Services, in line with the key theme, your neighbourhood, to create a clean, pleasant, safe and sustainable environment, will actively manage the environmental impact of ICT delivery.

12.3 IT Services ensures compliance with the Waste Electrical and Electronic Equipment (WEEE) Regulations for disposal of equipment. Redundant equipment is recovered and re-cycled by an external contractor.

12.4 IT Services staff receive environmental awareness training in the implementation of the Council Environmental Management system.

12.5 Staff are encouraged to ensure unused equipment is turned off and to print only what is required.

12.6 The Council Print Strategy should lead to a reduction in the number of printers in use, resulting in reduced procurement and energy consumption. Major print tasks are to be delivered by the Print Unit.

12.7 When purchasing equipment the Authority chooses energy saving devices that have been manufactured in an environmentally-conscious fashion.

12.8 Corporate programmes such as the delivery of services via the web and agile working will reduce the occurrence of unnecessary travel on Wirral.

12.9 Other existing technical strategies which will contribute to carbon reduction are:

- Remote support for desktop equipment
- Virtualising existing and new servers
- “Thin Client” desktop environment
- The establishment of a tiered storage area network
- Re-use of desktop equipment.

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

## **13.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS**

13.1 None

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## **APPENDICES**

Information and Communication Technologies Strategy 2011 – 2014.

## **REFERENCE MATERIAL**

HM Government ICT strategy can be found at the following link.

<http://www.cabinetoffice.gov.uk/content/government-ict-strategy>

## **SUBJECT HISTORY (last 3 years)**

<b>Council Meeting</b>	<b>Date</b>
<b>Information and Communication Technologies Strategy 2008 -11 - Cabinet</b>	<b>23 July 2008</b>
<b>Information and Communication Technologies Strategy 2009-12 – Cabinet</b>	<b>24 September 2009</b>
<b>Government ICT Strategy – Cabinet</b>	<b>15 April 2010</b>
<b>ICT Strategic Review – Cabinet</b>	<b>14 October 2010</b>
<b>Information and Communication Technologies Strategy 2010 -13 – Cabinet</b>	<b>25 November 2010</b>
<b>Electronic Document and Records Management System - Cabinet</b>	<b>23 June 2011</b>
<b>Customer Relationship Management System - Cabinet</b>	<b>23 June 2011</b>