

**Agenda Item No:**

**Report No:**

**Report Title: IT Strategy**

**Report To: Cabinet**

**Date: 17 October 2007**

**Lead Councillor: Cllr J Freeman**

**Ward(s) Affected: All**

**Report By: Head of Business Services**

**Contact Officer(s): John Clark, Head of Business Services**

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**Purpose of Report:**

**To get agreement to an updated IT Strategy for the Council.**

**Officers Recommendation(s):**

**1** That the draft IT Strategy at Appendix A is adopted.

**Reasons for Recommendations**

**1** Most of the Council's services are now dependent on Information Technology (IT) and further developments of our IT capacity will help to meet departmental requirements and introduce new corporate improvements. An IT strategy is needed to guide those developments, but the existing strategy document is outdated and needs to be replaced to reflect the current state of the Council, technology and customer expectations.

**Information**

**2** The proposed strategy is attached at appendix A. It is designed to set a "direction of travel" rather than identify in detail how everything will be done. It is based on the premise that our objectives for IT developments should be:

- **Increasing flexibility** within the authority by improving facilities for mobile and home working and to allow more flexible use of our accommodation.
- **Improving access** to information and services for both internal and external customers.
- **Improving resilience** by further efforts on security, disaster recovery and business continuity planning and by reducing the number of potential failure points in the infrastructure
- **Increasing efficiency** by helping departments to exploit all the functionality in our existing ICT systems, ensuring that new investment has a sound business case behind it, providing more self service facilities to reduce the demands on staff and introducing systems that improve business processes and help reduce complexity and cost.

- **Reducing complexity** in both our systems and the business processes around them by integrating systems, standardising equipment and introducing corporate wide tools so users get a standard reliable service.
  - **Improving information usage** by improving storage, sharing it more effectively and managing it as a resource. Also by having adequate procedures in place to ensure we have good quality data.
  - **Improving user skills** by identifying and delivering high quality learning and development activities.
- 3** Because of the potential financial and organisational implications of individual projects these will be assessed on a case by case basis and will only proceed where the business case is made. If all the planned projects proceed there will be significant benefits to customers, staff, councillors and partners. Details are in the appendix.

### **Financial Appraisal**

There are no new financial implications arising from this report.

### **Environmental Implications**

There are no environmental implications as a result of this report

### **Risk Management Implications**

The changes/issues covered by this report are not significant in terms of risk. No new risks will arise whether or not the recommendations are implemented or rejected.

Individual projects will be subject to separate risk assessments.

### **Appendices**

#### **A – Draft IT Strategy**