

Overview and Scrutiny Board 5th April 2012

ICT Strategy Progress Report and Update

Recommendations

The Overview and Scrutiny Board is asked to:

- 1) Note the progress on the refresh of the Corporate ICT Strategy; and
- 2) Make any comments that they would wish to see submitted to the Cabinet alongside the Strategy.

1.0 Background

- 1.1 At the meeting of the Overview and Scrutiny Board on the 14th March, members agreed to schedule an additional meeting of the Board for Thursday 5th April, and requested that one of the reports to be submitted was an update on the ICT Strategy development. The members of the Board wanted to see the Strategy in advance of its agreement by Cabinet, in order to undertake a pre-decision review of the Strategy and have the opportunity to submit any relevant recommendations alongside the Strategy once it is presented to Cabinet.
- 1.2 As the Cabinet Draft Version of the Strategy is not due for completion until after the deadline for the production of this report this document provides an update on the approach, and progress of the strategy development.
- 1.3 As the strategy is finalised over the next 2 weeks it is also planned to circulate a link to the proposed new ICT Strategy web site, and the Head of Service will give a presentation to the meeting outlining the key elements of the ICT Strategy.

2.0 ICT Strategy Refresh

- 2.1 The current ICT Strategy was published in 2007 and covered the period 2007 to 2015. A strategy review was written into the document, to be carried out in 2012.
- 2.2 The ICT Strategy Review has been managed by a Project Board consisting of
 - Project Executive: David Carter, Resources Strategic Director
 - Senior Users: Wendy Fabbro, Strategic Director People Group
Monica Fogarty, Communities Strategic Director
 - Senior Suppliers: Tonino Ciuffini, Head of Information Assets
Ian Litton, Information and Innovation Manager
- 2.3 The Board agreed to develop the strategy to a similar format to the one used in 2007/08, which was recognised as a model for future strategies. This approach has been followed by other areas including Customer Access and Information Strategy. However, as it was recognised that the strategy should be a living document, it was

agreed that this time we would seek to publish the sections as a web-site that can be easily updated. It is this web site that we plan to circulate to members ahead of the meeting.

- 2.4 It was also agreed that the strategy review should be linked closely to the current Strategic Commissioning Review of the ICT Service, as many of the key components such as customer requirements and ICT vision are intrinsically linked. This approach has operated very well and has been assisted by the fact that the Project Board includes the Strategic Directors responsible for both the Strategic Commissioning Review, and the Critical Challenge.

3.0 Progress to Date

- 3.1 A number of key deliverables have been, and are being, produced as part of the strategy development. These include:

- 3.2 An analysis of Customers' requirements which was developed based on:

- A full customer survey carried out independently by SOCITM (Society for IT Management) and sent to 5408 staff.
- A survey sent to the Leadership team, i.e. the 62 Elected Members and the 22 most senior staff in the Council, to attempt to assess the Strategic Value of the ICT service. Again this was carried out independently by SOCITM.
- Three ICT Strategy Review Workshops which were held with WCC staff with a focus on identifying how ICT could help deliver better services.

- 3.3 A revised ICT Vision has been developed and signed off by the Board and is attached at Appendix A.

- 3.4 ICT Principles that will underpin our approach to ICT and how we plan to deliver our services have also been approved. These cover:

- Use of Utility Computing, services provided by others
- Reuse of ICT components, including with partners
- Single identity to simplify access wherever possible
- Personalisation of services, and in future data stores
- Use of Open Standards
- A risk based approach, including balancing security and innovation
- Access from any user device
- Electronic Information and Data seen as Open by default

- 3.5 A new section 'The Organisation of the Future' was requested by the Board and has been agreed which outlines how we would like ICT to operate in the future in relation to other WCC services. It identifies 4 key elements to the ICT/business relationship

- 1) Understand
- 2) Inform
- 3) Challenge
- 4) Transform

- 3.6 It also outlines what "good" would look like with key outcomes including:

- Digital by Default
- Working in partnership

- Improved Information Management
- Integrated Systems
- Better by Design

3.7 The Case Studies used in the last strategy to paint a picture for staff and customers of how the business will operate in the future are also being updated:

- Detailed technical strategies are also being produced but will not themselves form part of the core ICT Strategy 'Document'. They will be represented by 'what the technical strategies mean for the business' commentaries.

Technical strategies will however be produced for:

- Application/Systems
- Devices/Equipment
- Identity, Access and Security
- Infrastructure and Connectivity
- The Web
- Architecture Management

3.8 The action plans that we will follow as part of implementing the ICT Strategy are being developed as part of our Strategic Commissioning Review and ICT Business planning processes. The actions for the next 12 months will be submitted to Corporate Board for sign off in May. Areas that we currently expect to cover include:

- Continued support for the Property Rationalisation Programme, and in particular promotion of modern and flexible working facilities and improved electronic document management.
- Continued support for the development of new electronic services for citizens.
- Completion of the roll-out of Agresso financial systems and Google Mail.
- Support for the implementation of the Fire Systems replacements.
- Design and implementation of a new learning platform for schools to replace the PFI facilities.
- Supporting the implementation of the BDUK Rural Broadband facilities.
- Completion of the Tender for a new Public Service Compliant Network on a Regional or Sub-Regional basis.
- Implementation of new ICT Governance Models following the ICT Strategic Commissioning Review.

4.0 Timescale for Completion

4.1 Outstanding activities are the:

- Completion of the ICT Strategy Document / Web Site for virtual sign off by the ICT Strategy Board and Corporate Board.
- Consultation on the final draft strategy with the Portfolio Holder.
- Submission of the Report to Cabinet for the meeting on the 19th April 2012.

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**Warwickshire County Council ICT Vision - January 2012
Final v 1.0**

Our vision is that ICT is a key enabler for the development, delivery, improvement and transformation of Warwickshire County Council and the services it delivers to citizens. It will provide flexible and scalable solutions that adapt to the dynamic environment the Authority operates in. ICT will be a proactive agent for change and will be fundamental to the review of all the council's strategies and services. Staff will have the appropriate skills and knowledge to make best use of ICT facilities and systems.

This will contribute to the Authority's aim of delivering excellent customer service by:-

- Providing staff, partners and citizens with access to reliable ICT services that fully exploit the benefits of technology
- Providing easy, on-demand access to information and systems to improve service delivery
- Exploiting our information assets more effectively, in a secure way, to improve service quality
- Facilitating different models of service delivery through staff, partners, the third sector, and the private sector and supporting our commissioning processes.
- Challenging and enabling the business to take advantage of existing and emerging technologies to implement new and more efficient delivery models
- Leading and managing the implementation of an organisation wide, corporate approach to the use of ICT that will maximise our return on our investment