

AGENDA MANAGEMENT SHEET

Name of Committee Resources, Performance & Development
Overview & Scrutiny
Date of Committee 27 February 2007
Report Title Update on ICT Strategy Report
Summary This document provides an update on the progress towards the development of a new ICT Strategy
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Would the recommended decision be contrary to the Budget and Policy Framework? No.
Background papers None

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

- Other Committees
- Local Member(s) Cllrs Booth, Cllr Atkinson, Cllr Hicks
- Other Elected Members Cllr Alan Cockburn
- Cabinet Member
- Chief Executive
- Legal Sian Stroud
- Finance
- Other Chief Officers
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals

FINAL DECISION NO

SUGGESTED NEXT STEPS:

Details to be specified

Further consideration by this Committee

To Council

To Cabinet

To an O & S Committee

To an Area Committee

Further Consultation

Resources, Performance & Development Overview & Scrutiny

27th February 2007

Update on ICT Strategy

Executive Summary

The development of a new ICT Strategy for the Authority has been a priority activity for ICT in 2006 / 07. It has been developed over the period September 2006 to January 2007.

The ICT Strategy Project Team has produced a Draft ICT Strategy for 2007 / 2012 based on external research and internal Business Requirements Workshops. The first draft of this Strategy has been submitted to the ICT Strategy Project Board and is due to be submitted to SDMT for approval on 7th March 2007.

Following approval at SDMT the ICT Strategy will be forwarded to the next Resources, Performance & Development Overview & Scrutiny Committee for comments prior to being presented to Cabinet for approval.

Members are asked to note the progress towards the development of the new ICT Strategy for Warwickshire County Council for 2007 – 2012.

Agenda No

Resources, Performance & Development Overview & Scrutiny Committee

27 February 2007

Update on Members use of ICT

Report of the Strategic Director of Resources

Recommendation

Members are asked to note the progress towards the development of the new ICT Strategy for Warwickshire County Council for 2007 – 2012.

1. Introduction

- 1.1 The development of a new ICT Strategy for the Authority has been a priority activity for ICT in 2006/07.
- 1.2 It is reported as a key action in this year's Corporate Business Plan, Resources Directorate Business Plan and the New Ways of Working programme.
- 1.3 The ICT Strategy has been produced in response to the Strategic Review of ICT carried out in 2005/06 by Deloitte which concluded that:-
 - Operational ICT in Warwickshire County Council was good and generally positively perceived.
 - Strategic use of ICT was weak and needed to increase business alignment.

This document reports on the progress towards the development of the new ICT Strategy for Warwickshire County Council.

2. Progress towards development of the new ICT Strategy

- 2.1 The new ICT Strategy has been developed over the period September 2006 to January 2007.

- 2.2 The new ICT Strategy has been developed by an internal team within the Resources Directorate. They have been assisted by Business Consultants from the National Computer Centre (NCC) who were selected via a competitive process.
- 2.3 The external consultants have been asked to:-
- Provide external input into the ICT Strategy
 - Assist with running internal business requirements workshops
 - Formally review the final ICT Strategy documents
- 2.4 The internal Project Team have also carried out substantial research into a range of areas associated with the ICT Strategy. This has included:-
- Research on Best Practice from ICT futures groups such as Gartner and the Butler Group.
 - Discussions with our partner organisations including access to their ICT strategies where available.
 - Discussions with other County Councils in the Midlands including a specific visit to Shropshire County Council to look at their approach in this area.
 - The completion of a more formal review of our Communications Strategy by an external company, Masons.
 - The completion of a formal review of our Security Strategy.
- 2.5 The other main element of the ICT Strategy work has been the identification of Warwickshire County Council business requirements to allow us to work towards the increased business alignment.
- 2.6 We have identified key business requirements from documents such as the Corporate Business Plan and the New Ways of Working programme.
- 2.7 Another major element of our business requirements identification was the running of User Workshops. In all, over twelve User Workshops were conducted involving over seventy staff in the Authority. Heads of Service and ICT staff in Warwickshire were specifically invited and there was a high level of turnout from these staff.

We also ran three User Workshops where it was open invitation and staff were invited to apply via the Intranet and Lotus Notes. These Workshops were also extremely well attended and due to the high level of response we needed to provide an additional Workshop.

As well as outlining high level future business requirements, the Workshops provided a high level of constructive comments and suggestions for developing the Strategy. Some of the key messages from the Business

Requirements Workshops were that Warwickshire County Council staff wanted ICT Staff in Warwickshire to:-

- Show more leadership; be more ambitious and less cautious with regards to ICT.
- Demonstrate a more corporate approach to the delivery of its services and remove the internal market wherever possible.
- Make delivering change a focus of ICT rather than delivering technology.
- Support not constrain and have more of a 'can do' culture.
- Seek to inspire and think innovatively and deliver faster.

ICT has accepted these remarks as constructive comments and has been operating in this way in implementing their New Ways of Working programme in 2006/07.

- 2.8 The ICT Strategy Project Team have collated their research from various areas outlined above and the Business Requirements identified in the Workshops to produce a Draft ICT Strategy for 2007 / 2012.
- 2.9 The first draft of this Strategy has been submitted to the ICT Strategy Project Board and is due to be submitted to SDMT for approval on 7th March 2007.
- 2.10 Following approval at SDMT the ICT Strategy will be forwarded to the next Resources, Performance & Development Overview & Scrutiny Committee for comments prior to being presented to Cabinet for approval.

3. Recommendations

- 3.1 Members are asked to note the progress towards the development of the new ICT Strategy for Warwickshire County Council for 2007 – 2012.

DAVE CLARKE
Strategic Director of Resources

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Warwick

01 February 2007