TO: THE EXECUTIVE
14 MARCH 2017

ICT AND DIGITAL STRATEGY 2017-2020
Director of Corporate Services

1   PURPOSE OF REPORT

1.1   The council's last strategy for Information and Communications Technology (ICT) covered the period March 2012 to March 2016, and was authorised by the council's Executive on 21st February 2012. A new strategy to underpin the delivery of council services is now required, and this report proposes an ICT and Digital Strategy for the period 2017 – 2020, for CMT to consider.

2   RECOMMENDATION

2.1   That the Executive consider the ICT and Digital Strategy for the period 2017-2020 and approve the future direction outlined.

3   REASONS FOR RECOMMENDATION

3.1   A new ICT and Digital Infrastructure Strategy is required to deliver the technology requirements of the Council, in order to support the delivery of those services which are dependent on ICT. The background to this strategy is defined, and then the report is split into three timeframes: the short, medium, and longer term. This enables the focus initially on the short-term deliverables, some of which are already under way.

4   ALTERNATIVE OPTIONS CONSIDERED

4.1   Do nothing. Continue without a focused direction on a need by need basis. This will not support the change required by the organisation.

4.2   Create a strategy, having considered the current and future requirements of the organisation, current and emerging technologies, and the state of the current ICT provision. Split the delivery of the strategy into three distinct timelines: short term; medium term and longer term. If approved, further develop a detailed roadmap of developments, with costs, resources, dependencies and risks, and present that for approval by the Executive.

5   SUPPORTING INFORMATION

5.1   The ICT and Digital Strategy maps out the proposed direction for the Council, in terms of the development of its ICT infrastructure, applications and devices, and in particular recommends a way ahead in terms of the adoption of digital technology, for both customer-facing and internal administrative processes. This approach provides the essential technological underpinning that will enable the Transformation agenda, the Customer Contact Strategy, the Accommodation Strategy, the changes in Council-Wide Support Services, and changes in care and health.

6   ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

6.1 There are no specific legal implications arising from the recommendations in this report.

Borough Treasurer

6.2 The financial implications will need to be assessed as business cases are developed to support the different elements of the strategy's implementation plan.

Equalities Impact Assessment

6.3 As part of each project or programme of work an equality impact assessment is carried out.

Strategic Risk Management Issues

6.4 Each project or programme of work includes risk and issues log.

Other Officers

6.5 N/A

7   CONSULTATION

Principal Groups Consulted

7.1 CMT

Councillor - ICT Working Group

ICT Steering Group

Operations Group

Mobile Technology Solutions Board

Method of Consultation

7.2 Meetings and presentations.

Representations Received

7.3 None.

Background Papers

Electronic Document Records Management Strategy review 2016 (undertaken by iESE)
Civic Accommodation Strategy

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