Report to:	**West Devon Hub Committee**
Date:	**24 January 2017**
Title:	**ICT Strategy 2017 - 2019**
Portfolio Area:	**Support Services – Councillor C Edmonds**
Wards Affected:	**All**

Urgent Decision:	**N**	Approval and clearance obtained:		**Y**

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Recommendation:

That the Hub Committee RECOMMENDS to Council to approve the ICT Strategy Document.

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1. Executive summary

The ICT strategy reflects the shared priorities of SHDC and WDBC. Its purpose is to provide a coherent plan of activities which results in providing facilities and services which are designed to improve and enhance the services delivered by the Councils. The strategy will be reviewed annually to incorporate changing business requirements and technology.

It will position the ICT service as an innovative, resilient and robust service provider which meets the high expectations of the Council's customers and its employees.

2. Background

The ICT strategy is written to provide a clear, coherent set of deliverables which together will place the organisation in a strong position by delivering digital services and solutions from a safe, robust, reliable, responsive platform, to the benefit of the organisation, its partners, communities and visitors.

It supports and compliments the Councils' new ways of working, the Future Model and our transformation journey. It is designed to enhance organisational effectiveness and so help to deliver "Our Plan".

2. Outcomes/outputs

Successful implementation and delivery of this strategy will provide tangible improvements to the services the Councils deliver, some examples being;
- An excellent web site experience, focussed on the needs of the customer, with demonstrable channel shift.
- A Faster redesigned Intranet for internal self-service.
- A new telephony solution offering greater reliability, flexibility and scalability.
- Quicker smoother experience when accessing digital resources at home.
- Migration of office applications to the cloud for improved flexibility, collaboration and availability.
- More responsive applications, such as W2 and APP to improve productivity.
- Faster, more comprehensive backup and recovery.
- An expended window of system availability to support agile working.
- A redesigned and fully tested business continuity procedure.

4. Options available and consideration of risk

The implementation of the strategy will greatly reduce the risk currently carried by the organisation in terms of system availability, speed of recovery, service resilience and service to the public.

Consultation had taken place with Council Members, SLT and members of ELT. The strategy has found acceptance and there is a particular appetite for the improvement and renewal of the Council's websites.

5. Proposed Way Forward

The Hub Committee recommends to Council to approve the ICT strategy.

6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	This is a new ICT Strategy designed to support the Councils' shared priorities and to ensure the delivery of timely and efficient services. The Council's Constitution requires that the Strategy is considered and approved by Members. Since there is commercially sensitive information in Appendix A, regarding the budgets for individual contracts, there are grounds for the publication of this appendix to be restricted, and considered in exempt session. The public interest has been assessed and it is considered that the public interest will be better served by not disclosing the information in the appendix. Accordingly this report contains exempt Information as defined in paragraph 3 of Schedule 12A to the Local Government Act 1972.
Financial	Y	The annual cost of existing contracts and commitments to deliver ICT services across both Councils is £540,000. This covers Call Centre, Telephony, Internet and Office connectivity, Northgate, Civica, Microsoft Windows and Office licences. The cost of ICT Capital investment required for 2017/2018 is predicted to be £150,000. This includes renewal of hardware, one off software purchases and Cloud setup and support consultancy. The revenue budget proposals for 2017/2018 in each council recommend to contribute an annual amount into the ICT earmarked reserve to fund ICT investment.
Risk	Y	A decision to accept the recommendation will serve only to reduce the risk the Councils are currently exposed to by not replacing old hardware running over capacity and beyond its ability to provide the resilience it was originally designed to. Furthermore, acceptance of the strategy will quickly yield the benefits of a new web site associated channel shift.

Comprehensive Impact Assessment Implications		
Equality and Diversity	Y	Positive impact for web users requiring the use of assistive technology. Enhancement to delivery of services remotely.
Safeguarding	N	None
Community Safety, Crime and Disorder	N	None
Health, Safety and Wellbeing	N	None
Other implications	N	None

Supporting Information

ICT Strategy 2017 – 2019
Appendix A 2017/18 revenue & capital expenditure

Approval and clearance of report

Process checklist	Completed
Portfolio Holder briefed	**Yes**
SLT Rep briefed	**Yes**
Relevant Exec Director sign off (draft)	**Yes**
Data protection issues considered	**Yes**
If exempt information, public (part 1) report also drafted. (Cabinet/Scrutiny)	**Not Applicable**