**Appendix B: ICT Joint Strategy Implementation Plan 2019/20 to 2021/22**

| ICT Strategic Ambition | Project Ref. No. | Project Title | Project Description | Lead Officer | Project Status | 2019/20 Q1 | 2019/20 Q2 | 2019/20 Q3 | 2019/20 Q4 | 2020/21 Q1 | 2020/21 Q2 | 2020/21 Q3 | 2020/21 Q4 | 2021/22 Q1 | 2021/22 Q2 | 2021/22 Q3 | 2021/22 Q4 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Empowered Customers | EC1 | Digital Strategy | Creation of Digital strategy to compliment ICT strategy and provide a digital vision. | AD Digital and Transformation | | | | | | | | | | | | | |
| | EC2 | Website | The procurement, design, development and launch of a new corporate website. | Hannah Brunt | Active | | | | | | | | | | | | |
| | EC3 | SBC Specific - Customer Experience Platform CSC- | SBC CTOC funded project Replacement of current Customer relationship management (CRM) software with digital platform Firmstep | Hannah Brunt | | | | | | | | | | | | | |
| | EC4 | Customer Experience Platform - Customer Portal | CTOC funded project. Exploitation of digital platform Firmstep to allow more automation of web based services for all departments | Hannah Brunt | Active | | | | | | | | | | | | |
| | EC5 | Assisted Digital | Software assistance to aid customer to access systems simply and 24/7, for example chat bots and online payments. | Hannah Brunt | | | | | | | | | | | | | |
| | EC6 | Citizens Identification | Single Citizen ID to allow access to all online services with a single login | Information Systems Manager | | | | | | | | | | | | | |
| | EC7 | Waste Department solution | New software solution to allow greater productivity and digital inclusion to waste solution. | Carig Miller | Active | | | | | | | | | | | | |
| | EC8 | Robotic Process Automation Pilots | Software, which allows automation of repetitive processes to improve productivity and reduce error in data entry. | Information Systems Manager | | | | | | | | | | | | | |
| Consolidation, Simplification and Standardisation of the ICT and Digital Estate | CSS1 | Enterprise Architecture | Evolution of network and systems to improve data quality, security and performance to streamline processes and increase overall productivity of systems and staff. | Simon Russell | | | | | | | | | | | | | |
| | CSS2 | Application Rationalisation Roadmap | Reduce number of duplicate applications, applications not used and or licenses where possible. | Simon Russell | Active | | | | | | | | | | | | |
| | CSS3 | Azure Active Directory Exploitation | Single sign on (SSO) and Multi factor authentication (MFA) setup and deployment | Chris Day | Active | | | | | | | | | | | | |
| | CSS4 | Horizon Virtual Desktop Infrastructure | Upgrade to Windows 10 | Chris Day | Active | | | | | | | | | | | | |
| | CSS5 | VMWare ESX Upgrade | To implement new hosted desktop hardware and software to improve performance and stability. Required for Window 10 Operating System and Microsoft Office 365. | Chris Day | Active | | | | | | | | | | | | |
| | CSS6 | VEEAM Back Software Upgrade | VEEAM Back up and Replication Software will provide the ICT Partnership with backup, restore and replication functionality for the new Virtual Desktops. | Chris Day | | | | | | | | | | | | | |
| | CSS7 | Microsoft Windows Version 7 to 10 upgrade | Desktop/Laptop Upgrades | Peter Wain | | | | | | | | | | | | | |
| | CSS8 | Intune Project | Mobile device management software (part of O365) for mobiles and laptops | Peter Wain | Active | | | | | | | | | | | | |
| | CSS9 | Auto Pilot | Operating System automation software (part of O365) to ease deployment of upgrades. | Peter Wain | Active | | | | | | | | | | | | |
| | CSS10 | Microwave Link | Procurement and installation of a Microwave Solution to provide a secondary link between the data centres at Dane shill House and Cavendish Road. Will remove the single point of failure that exists between the two sites. | Chris Day | Active | | | | | | | | | | | | |
| | CSS11 | Storage Replacement | Replacement of aging storage | Chris Day | Active | | | | | | | | | | | | |
| | CSS12 | Pre-Office 365 Configuration | Office 365 Pilot (if approved) | Information Systems Manager | | | | | | | | | | | | | |
| | CSS13 | Microsoft Office 365 Deployment | O365 deployment and staff training | Information Systems Manager | | | | | | | | | | | | | |
| | CSS14 | Microsoft Office 365 Exploitation | Exploitation of O365 to reduce software estate and increase productivity | Information Systems Manager | | | | | | | | | | | | | |
| | CSS15 | Microsoft Windows 2008 Upgrade Programme | Remove all instance of Win 2008 to achieve security compliance | Chris Day | Active | | | | | | | | | | | | |
| | CSS16 | Switch Replacement | Replace switches to improve ICT Infrastructure performance. e.g. speed of data transfer. | Chris Day | | | | | | | | | | | | | |
| | CSS17 | Telephony Upgrade | Upgrade Mitel telephony solution. | Paul Edwards | | | | | | | | | | | | | |
| | CSS18 | Cloud Network Acceleration | If required as move to Cloud solutions increases. | Chris Day | | | | | | | | | | | | | |
| Working Smarter | CSS19 | Hardware Replacement Programme | 3-7 Year replacement programme depending on device | Simon Russell | | | | | | | | | | | | | |
| | WS2 | Service Catalogue | A standard catalogue of available IT services to advice the wider organisation as to what is available from ICT. | Peter Wain | | | | | | | | | | | | | |
| | WS3 | Promotion of ICT Design Principles | Communication to wider organisation of reason and purpose of design structure. | Peter Wain | | | | | | | | | | | | | |
| | WS4 | ICT Profiles, Competencies and Supported Learning Programme | Staff work profiles to determine services required | Simon Russell | | | | | | | | | | | | | |
| | WS5 | Adoption and Change Management Approach | Develop a new approach to adoption and change management and modern service management to enable services to accelerate the adoption of change | AD Digital and Transformation | Active | | | | | | | | | | | | |
| | WS6 | Innovation Board, Governance Framework and Forum | Forum to explore digital improvements across the council | AD Digital and Transformation | | | | | | | | | | | | | |
| | WS7 | Audio Video Conferencing | Software and hardware implementation | Denis kalema | | | | | | | | | | | | | |
| Improved ICT Governance and Security | GS1 | GCSX- Security and end of use | End of GCSX email use due to solution being discontinued | Peter Wain | Active | | | | | | | | | | | | |
| | GS2 | PSN Security Programme | Security changes to ensure legislative security compliance | Peter Wain | Active | | | | | | | | | | | | |
| | GS3 | Email Filtering Replacement | Replacement of current system | Peter Wain | Active | | | | | | | | | | | | |
| | GS4 | Web Filtering Replacement | Replacement of current system | Peter Wain | Active | | | | | | | | | | | | |
| | GS5 | Fire wall replacement | Replace firewalls to improve ICT & Cyber security | Peter Wain | | | | | | | | | | | | | |
| | GS6 | Hardware and Software Audit | Audit of all software and hardware | Simon Russell | Active | | | | | | | | | | | | |
| | GS7 | Meta-Compliance | Deployment of Policies software | Peter Wain | Active | | | | | | | | | | | | |
| | GS8 | Meta Compliance Security Model | Software to deploy test phising campaigns | Peter Wain | Active | | | | | | | | | | | | |
| | GS9 | Network Monitoring Solution (SIEM) | Solution to enable network monitoring | Chris Day | | | | | | | | | | | | | |
| | GS10 | Data Discovery Software | Software to enable GDPR compliance and greater visibility of data | Dumi Williams | | | | | | | | | | | | | |
| | GS12 | Members ICT Group | Creation of Members group | Richard Protheroe | | | | | | | | | | | | | |
| | GS13 | Print Service | Restructure of Print service - subject to staff consultation | Simon Russell | Active | | | | | | | | | | | | |
| | GS14 | Information Governance - Joint Proposals SBC/EH | Creation of Joint Information Governance department | Simon Russell | Active | | | | | | | | | | | | |
| | GS15 | Cyber Essential Programme | Security changes to ensure enhanced security compliance | Peter Wain | Active | | | | | | | | | | | | |