ICT Joint Strategy - PLAN ON A PAGE













Future town future council

Housing

Community Designed Services

A modern and transformational ICT service that drives and supports delivery of joined up services to customers through the effective use

07 **Employe**i

08 Performing

Place of Choice

09

Co-operative Councils

Establish and deliver

Cyber Essentials Programme to further

systems and networks

Establishment and

new ICT Programme

(PMO), Security and

Management Office

embedding of the

Networking Team

and Print Service

The drafting and

Agreement

approval of a new 3 year ICT Partnership

strengthen the

security of ICT

Empowered Customers

Consolidation, simplification and standardisation of the ICT and digital estate

of technology.

Working Smarter

Improved ICT governance and security



key council services

identification to allow

customers to access all

single login which should

online services with a

encourage take up of

Development of a new

Council will use digital

roadmap and investment

plan that sets out how the

technology to increase the

range of online services

automate processes and

Development of an

deliver service efficiencies

Assisted Digital Service

who are digitally excluded

to access online services

Implementation of a new

waste processes and new

Automation Pilots. This will

involve the use of software

that allows the automation

of repetitive processes

digital waste system to

allow for automation of

online transactional

Robotic Process

services

offer to enable people

Digital Strategy and

A single citizen

Development and launch a new website and online customer channels that enable 24/7 access to

The design and implementation of a new Enterprise Architecture that makes the best use of existing and new technology

Execution of a business application rationalisation plan that creates a smaller and more manageable ICT estate that will deliver efficiencies

Delivery of a resilient and secure Hybrid ICT infrastructure through the installation of new hardware and software

The implementation of a new Microwave Solution to remove the single of failure between the data centres at Daneshill House and Cavendish Road

The provision of new Hosted Desktops that allow for flexible working and improved application performance, system security and effective

The establishment of a Hardware and Software Asset Register that enables timely replacement, rationalisation and upgrade of systems and devices

The provision and effective use of new business tools including Microsoft Office 365 to increase staff productivity and reduce email traffic and on premise storage requirements

Rollout of Microsoft Intune and the installation of Microsoft Windows 10 Operating System on information and network security

The introduction of single sign on for staff through the use of multi factor authentication software

The deployment of back up and replication software that will provide enhanced ICT disaster recovery capability

Decommission Windows 2008 servers and business applications

Rollout of a device (laptops and tablets) replacement programme

Publication of a service catalogue that captures the to staff and Members to support efficient working

Undertake workstyle assessments and establish a set of ICT profiles for job roles to help determine ICT competency levels required and the tools to

The design and rollout of ICT and Digital Learning Programmes for staff and

Create a technology innovation board. framework and forum for staff

Development of a new Adoption and Change Management Approach to help the Council to accelerate the adoption of change, through enabling end users to understand and benefit from new ways of working

Appointment of a Technology Advisory Partner(s)to support the development of a new Digital Strategy, an Enterprise Architecture, assist with the full adoption of Microsoft Office 365 and

a new Adoption and

Decommission GCSX Email due to product being discontinued

Delivery of Public Sector Network Programme to ensure legislative ICT security compliance

Replacement of email and web filtering systems to mitigate cyber threats

Annual hardware and software audits

Introduction of Meta Compliance software to monitor, test and ensure policy compliance and reduce the threat of cyber attacks

Deployment of network monitoring software to ensure high performance and improve disaster recovery through the quick identification of ICT problems

The procurement and use of data discovery software to enable data protection compliance and enable greater visibility of data

Development and deployment of ICT Policy Framework

Establish ICT Members Group to monitor ICT performance and

Action plan outcomes

Cyber Security Threats

ICT Infrastructure failures and poor system

Ongoing points of failure

Unsupported legacy software

Tactical software and hardware purchases will continue that lead to an ever increasing and inefficient ICT estate that demonstrates poor VFM

make the best use of data will

ICT Service will decline and will be unable to guarantee security of systems and provide the right technical support

Failure to take advantage of new digital technologies that will allow for the redesign of services, automation of processes and increased productivity

Unable to meet the customer needs and expectations

ICT Partnership Agreement

Monthly ICT Scorecard reporting to ICT Partnership Board and quarterly to the ICT Members Group

Monthly reports to the ICT Partnership Board and quarterly to the ICT Members Group on progress made against the ICT Strategic Implementation Plan

Public Sector Network Compliance health checks and annual assessments and accreditation

Cyber Essentials Accreditation and supporting Programme

Members ICT Group, ICT Partnership Board, ICT Steering Group, ICT PMO and Small Change Group

Core ICT Partnership Revenue Budgets

EHC and SBC Capital Strategy 2019/20 onwards and 2020/21 Revenue Budget

External Grant Funding for ICT Cyber Security Projects