CABINET – 9 FEBRUARY 2012

IT STRATEGY AND PLAN 2012-2015

Report of the: Deputy Chief Executive and Director of Corporate Resources

Status: For Decision

Also considered by: Members IT Working Group – 3 and 30 November 2011

Services Select Committee – 31 January 2012

Council – 21 February 2012

Executive Summary: This report outlines the IT Strategy and Plan 2012-2015, its scope and objectives it seeks to achieve through the use, management and development of technology by the Council.

This report supports the Key Aim of Effective use of Council Resources

Portfolio Holder Cllr. Fleming

Head of Service Head of IT and Facilities Management – Jim Carrington-West

Recommendation to Services Select Committee: It be resolved that it be recommended to Council that:

- Subject to the comments of this committee, the IT Strategy and Plan 2012-2015 be approved and adopted

Introduction and Background

1   The IT Strategy and Plan 2012-2015 sets out the Council's strategic approach to the management, use and development of technology. The Strategy sets out the vision and priorities, how we manage our services, and our plans for the next four years. Within the strategy consideration is given to the Council's strategic priorities, policies and other key strategies. The strategy also sets out key assumptions being made to deliver the required outcomes.

2   The draft IT Strategy and Plan 2012-2015 has already been considered by the Members IT Working Group and their comments have been taken into account and incorporated into the document. The group provided valuable input into shaping the content and relevance of the strategy.

IT Strategy and Plan 2012-2015

3   The IT Strategy and Plan 2009-2012, Community Plan, Corporate Performance Plan and Medium Term Financial Plan have all been used to inform the attached Strategy. As have the Members IT Working Group and the IT Steering Group.

4   The key objectives of this IT Strategy & Plan are:

- To align existing and future technical solutions with business requirements, the District's Community Plan, the Council's Corporate Plan, and the Government's National Transformational Agenda.

- To support current, planned and future use of operational ICT systems throughout the Council and to improve the technological environment provided for the Members and Officers of Sevenoaks District Council.

- To ensure that the most comprehensive and appropriate set of access channels to Council services are made available to all citizens and customers.

- To ensure that the Council's ICT service is delivering excellent quality and value for money to all its customers.

- To contribute towards the Council's goal of providing first class services and maintaining its 'Excellent' status.

- To ensure that all developments in ICT used throughout the Council are assessed in terms of the Council's equalities work.

5   The methods by which it is intended these objectives are met are explained through sections covering :

- The Council's vision and priorities.

- Managing our business, including Consultation and Engagement, Improving Outcomes for the Community, Customer Focus, Partners, Accessibility and Environmental Footprint.

- Managing our resources.   This covers Members, Council Staff, Performance Management, Investment and Asset Management.

6   The plan then details, in a three tier structure:

- Strategic commitment and vision

- Actions and commitments in support of the Strategy

- Development Plan for 2012-2015

Key Implications

Financial

7   The delivery of the objectives defined within this Strategy and Plan relies on the existing commitment of budgets as agreed in the Councils 10 year budget and summarised in the Investment and Asset Management section of the Strategy itself.

Community Impact and Outcomes

8   The services and systems supported and developed as a result of this IT Strategy and Plan are used by all Council service areas to deliver their services to the public and as such this Strategy plays a key role in achieving the Council's key objectives.

Legal, Human Rights etc.

9   The maintenance and development of a fit-for-purpose technical environment contributes significantly to the ability of the Council to implement and comply with legislative changes across many service areas.

Resource (non-financial)

10   Sufficient available resources within the IT service are key to the delivery of the IT Strategy and Plan. Any future variations in resource will need to be assessed in terms of impact on delivery of these outcomes.

Value For Money

11   Having an agreed IT Strategy and Plan for the period 2012-2015 has a significant impact on ensuring effective value for money arrangements for the council. This is achieved by setting out a clear future direction for the use of technology and ensuring development and expenditure is co-ordinated across the council as a whole.

Equality Impacts

12   An equality impact assessment of the IT Strategy and Plan 2012-2015 has been completed. It highlighted one area of potential impact on those with visual impairments as a result of the development and promotion of web-based systems for customer interaction.

13   One of the key objectives stated in the IT Strategy is: "To ensure that all developments in ICT used throughout the Council are assessed in terms of the Council's equalities work."

14   As a result of this, the re-design of the corporate website currently underway includes moves to maintain and improve the compliance with accessibility standards. Consultation has taken place with Kent Association for the Blind to inform this process.

Conclusions

15   By committing to the previous IT Strategy and Plan 2009-2012, the council has achieved a well-planned, co-ordinated development of the use of technology across the organisation. The new IT Strategy and Plan 2012-2015 seeks to continue this development in line with corporate objectives and within funding and resource constraints.

Risk Assessment Statement

16   In the absence of an integrated policy and priority driven business process, it will become difficult for the Council to deliver on its priorities and maintain a sustainable technical environment.

Appendices   Appendix A – IT Strategy and Plan 2012-2015

Background Papers: IT Strategy and Plan 2009-2012

                                        Council's agreed 10 Year Budget

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