

POLICY & RESOURCES SCRUTINY COMMITTEE

April 28th 2017

ICT STRATEGY 2015-18 UPDATE

Recommendations / key decisions required:

That the Committee consider and comment on the current position and progress of the ICT Strategy 2015-18.

Reasons:

That the Committee is enabled to exercise its scrutiny role in relation to performance monitoring. The ICT Strategy 2015-18 is being replaced with a new Digital Transformation Strategy 2017-2020.

To be referred to the Executive Board for decision: No

Council Decision

No

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:- Cllr David Jenkins

Directorate : Chief Executives

Name of Head of Service:
Noelwyn Daniel

Designations: Head of ICT

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EXECUTIVE SUMMARY POLICY & RESOURCES SCRUTINY COMMITTEE

April 28th 2017

ICT STRATEGY 2015-2018 UPDATE

BRIEF SUMMARY OF PURPOSE OF REPORT

The purpose of this report is to review progress against the existing ICT Strategy 2015-18, as approved in December 2014. The last progress review was provided to Committee on February 3rd 2016.

In September 2016 a Digital Transformation Steering Board was established and it was agreed that the ICT Strategy 2015-18 required a significant review in light of new emerging technologies and that a new Digital Transformation Strategy would be written that set out the Councils strategic digital priorities and aspirations. This will be the final update report on the ICT Strategy 2015-2018.

Progress against the each Theme under the existing ICT Strategy is as follows:

Theme 1 – Giving Citizens Better Access to Council Services

The 'do it online' campaign continues to be heavily promoted to residents. New services can now be accessed online such as garden waste and further back office integration has been implemented to improve online efficiency. A new 'My-Account' is currently under development that will transform the way our citizens access our online services. The Council now webcasts all Full Council, Executive Board and Planning meetings, and thus promotes open and transparent communication between local government and the citizen.

A new social media management tool called Cloud Control has been implemented and allows full visibility of all social media content and increased functionality on how we manage such media.

Theme 2 – Promoting Digital Inclusion

Work has continued to implement Wi-Fi across all Council buildings in order to facilitate improved agile working. 160 Wi-Fi access points have been installed at various locations throughout the county including the main branch libraries in Ammanford, Carmarthen and Llanelli where the legacy equipment has been replaced for improved availability and service.

Theme 3 – Supporting Business Efficiency

The managed print service project was completed ahead of schedule and we are currently looking at removing all Fax machines and working closely with Health to achieve this objective.

Microsoft Skype for Business was launched in October 2016 with the aim of supporting the Council to promote greater business efficiency and productivity for staff. Skype for Business

provides the feature of presence (displaying officer availability), instant messaging, video conferencing from the desk and sharing documents live on screen across locations. We have now federated the product with other Local Authorities and partner organisations which will promote greater collaboration.

Agile working is being heavily promoted across the authority with us looking to move towards a 70% Flexible, 20% Fixed and 10% field workforce. A delivery group has also been established and chaired by the Head of Corporate Property. It has been agreed as a key strategic priority for the Authority. There are pilots taking place within 5 service areas on mobile working and various ICT solutions are also being tested.

Theme 4 – Sharing Information and Joining Up Services

Four separate training sessions have been held for identified Information Asset Owners with 70 officers attending. These sessions were aimed at promoting greater ownership of sensitive data and best practise on the sharing of information within the Authority and with partners.

The centralised mail correspondence project was absorbed within the TIC programme. It was felt that the drive has to be towards reducing the volume of incoming and external mail and shift towards electronic communications. Postage costs and franking machines were reviewed and savings delivered.

The scanning framework has been promoted to all service areas across the Authority and it ensures all service areas receive the best costs for digitising their paper records. Digitising records is a key feature to enable improved information sharing and joined up services.

Theme 5 – Supporting Schools and Education

The Authority is working with Welsh Government, other Authorities and various organisations (including suppliers) to ensure that the technical portfolio that we offer to our schools can take advantage of new and emerging technologies. The provision of HWB is transforming the digital agenda within schools. IT Services reviews its core provisions on a regular basis to ensure that we are exceeding the needs of our schools and ensuring that all new school builds benefit from the very latest technology and devices.

The new Digital Transformation Strategy 2017-2020 will take forward a number of the initiatives from the ICT Strategy 2015-2018 and these will be reported to Committee over the lifetime of that strategy.

DETAILED REPORT ATTACHED ?	No
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IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: Signed: Noelwyn Daniel

Head of ICT

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Noelwyn Daniel Head of ICT

1. Scrutiny Committee – N/A
2. Local Member(s) – N/A
3. Community / Town Council – N/A
4. Relevant Partners – N/A
5. Staff Side Representatives and other Organisations – N/A

Section 100D Local Government Act, 1972 – Access to Information List of Background Papers used in the preparation of this report: THESE ARE DETAILED BELOW :-

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Corporate Strategy		http://www.carmarthenshire.gov.wales/media/998105/corporate-strategy.pdf
A Strategic Regeneration Plan for Carmarthenshire 2015-2030 - Transformations		http://www.carmarthenshire.gov.wales/media/1257505/Transdoc_Englishonly_webversion.pdf