

# POLICY & RESOURCES SCRUTINY COMMITTEE

## 3<sup>rd</sup> FEBRUARY 2016

### ICT Strategy Update

#### To consider and comment on the following issues:

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

#### Reasons:

- That the Committee is enabled to exercise its scrutiny role in relation to performance monitoring.

To be referred to the Executive Board / Council for decision: **NO**

**Executive Board Member Portfolio Holder:** Cllr. David Jenkins (Resources)

<b>Directorate:</b> Chief Executive's	<b>Designation:</b>	<b>Tel No. / E-Mail Address:</b>
<b>Name of Head of Service:</b> John Roberts	Joint Head of ICT (Carmarthenshire County Council) and Joint Head of ICT & Central Support Services (Pembrokeshire County Council)	01437 775885 <a href="mailto:john.roberts@pembrokeshire.gov.uk">john.roberts@pembrokeshire.gov.uk</a>
<b>Report Author:</b> John Roberts		

## EXECUTIVE SUMMARY

# POLICY & RESOURCES SCRUTINY COMMITTEE 3<sup>RD</sup> FEBRUARY 2016

## ICT Strategy Update

The purpose of this report is to review progress against the existing ICT Strategy, as approved in December 2014.

Since September 2015 a Joint-Head of ICT has been in place between Carmarthenshire and Pembrokeshire Councils; this arrangement replaces the previous arrangement with Dyfed Powys Police. It should be noted that as a result of this the current ICT strategy, this may be reviewed.

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

### **Theme 1 – Giving Citizens Better Access to Council Services**

A new corporate website has been launched alongside the 'do it online' marketing campaign. A number of services are now available online and further work is ongoing to integrate other back-office systems. In addition, a 'my account' application is being tested to allow citizens to register for access to personalised information such as council taxing billing.

All Council meetings are now webcast, allowing citizens to observe meetings online.

### **Theme 2 – Promoting Digital Inclusion**

A programme to roll-out Wi-Fi to Council buildings has been commenced and wireless network points have been installed in all main buildings and meeting rooms. Expansion of this project and additional access points are planned for 2016.

### **Theme 3 – Supporting Business Efficiency**

The managed print service project is complete ahead of schedule, the printer estate has been rationalised with the introduction of Multi-Function Devices and an acceleration of the roll out of WiFi access points.

A new licensing agreement with Microsoft has recently been entered into, allowing the Council to take advantage of additional products. One of which is currently being piloted in the IT department and will soon be rolled across the organisation, namely, Microsoft Skype for Business (formerly Lync).

This is a unified communication product which is very similar to the consumer product which many officers may currently use at home. 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. Further, the product will be federated with other Local Authorities across the region which will allow this functionality across Councils. Skype for business should prove to be a powerful tool in enabling agile working.

The technology for a virtualised desktop is in place and will be trialled with a limited number of officers over the next few months.

#### **Theme 4 – Sharing Information and Joining Up Services**

Information governance training has been provided to 44 members of staff who were identified as Information Asset Owners. A further 50 members of staff will be attending training sessions in April 2016.

Info@work is now being used by over 2000 members of staff across the Authority as service areas utilise this technology to deliver their services more efficiently and effectively

A decision has been taken to focus resources on reducing the volume of incoming mail we receive as an Authority. Resources will be focused on the Do-it-online campaign agenda and ensuring internal correspondence is handled electronically.

The scanning framework to digitalise paper based records is available on the Intranet and its availability has been communicated to Heads of Service.

The Council File Plan (CFP) has now been fully implemented and is the central location for storing all electronic data that used to be held on over 200 file/print servers. Clear governance arrangements have been put in place for the CFP.

#### **Theme 5 – Supporting Schools and Education**

A new firewall and web filtering solution has been implemented on the schools network.

Following a review, a virtualised desktop solution was deemed not cost-effective for schools in terms of capital expenditure or the benefits that could be realised from support. Other methods are being utilised to increase support levels and reduce cost.

All primary and four secondary schools WiFi networks have been configured to permit ccc staff to access internet and corporate resources.

**DETAILED REPORT ATTACHED?**

**NO**

## 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: John Roberts                      Joint 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: John Roberts                      Joint Head of ICT

1. Local Member(s) – N/A
2. Community / Town Council – N/A
3. Relevant Partners – N/A
4. 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 ICT Strategy 2015-18 – Executive Board (15th December 2014)	<p><b>Agenda:</b>  <a href="http://online.carmarthenshire.gov.uk/agendas/eng/EXEB20141215/index.asp">http://online.carmarthenshire.gov.uk/agendas/eng/EXEB20141215/index.asp</a></p> <p><b>Minutes:</b>  <a href="http://online.carmarthenshire.gov.uk/agendas/eng/EXEB20141215/MINUTES.HTM#P113_6323">http://online.carmarthenshire.gov.uk/agendas/eng/EXEB20141215/MINUTES.HTM#P113_6323</a></p>
Corporate ICT Strategy 2015-18 – Policy & Resources Scrutiny Committee (24th November 2014)	<p><b>Agenda:</b>  <a href="http://online.carmarthenshire.gov.uk/agendas/eng/POLI20141124/index.asp">http://online.carmarthenshire.gov.uk/agendas/eng/POLI20141124/index.asp</a></p> <p><b>Minutes:</b>  <a href="http://online.carmarthenshire.gov.uk/agendas/eng/POLI20141124/MINUTES.HTM">http://online.carmarthenshire.gov.uk/agendas/eng/POLI20141124/MINUTES.HTM</a></p>