

Individual Executive Member Decision

Title of Report:	Approval of WBC ICT Strategy 2013-16
Report to be considered by:	Individual Executive Member Decision
Date on which Decision is to be taken:	23 July 2013
Forward Plan Ref:	ID2680

Purpose of Report: To provide an overview of the new WBC ICT Strategy to support approval by Individual Decision from the ICT Portfolio Member.

Recommended Action: To approve the new WBC ICT Strategy

Reason for decision to be taken: The new ICT Strategy will set the direction of ICT development for West Berkshire Council for the next 3-years.

Other options considered: Approval via Executive.

Key background documentation: N/A

Portfolio Member Details	
Name & Telephone No.:	Councillor Roger Croft – Tel(01635) 868638
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Contact Officer Details	
Name:	Kevin Griffin
Job Title:	Head of ICT & Corporate Support
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Implications

- Policy:** The ICT Strategy document references relevant policies adopted by the Council with regard to its use of ICT.
- Financial:** The ICT Strategy includes details of the financial provision within the Council's Capital Programme set aside for ICT schemes.
- Personnel:** Many of the initiatives that the strategy may spawn will affect staff and staff processes and as appropriate will involve HR and the unions in the necessary consultation.
- Legal/Procurement:** All ICT schemes involving procurement will be procured according to the Council's procurement rules.
- Property:** None
- Risk Management:** ICT projects and service delivery is conducted in accordance with the Council's risk management methodology.

Is this item relevant to equality?	Please tick relevant boxes	Yes	No
Does the policy affect service users, employees or the wider community and:			
• Is it likely to affect people with particular protected characteristics differently?		<input checked="" type="checkbox"/>	
• Is it a major policy, significantly affecting how functions are delivered?		<input checked="" type="checkbox"/>	
• Will the policy have a significant impact on how other organisations operate in terms of equality?		<input checked="" type="checkbox"/>	
• Does the policy relate to functions that engagement has identified as being important to people with particular protected characteristics?		<input checked="" type="checkbox"/>	
• Does the policy relate to an area with known inequalities?		<input checked="" type="checkbox"/>	
Outcome (Where one or more 'Yes' boxes are ticked, the item is relevant to equality)			
Relevant to equality - Complete an EIA available at www.westberks.gov.uk/eia			<input type="checkbox"/>
Not relevant to equality			<input checked="" type="checkbox"/>

Consultation Responses

Members:

Leader of Council: Councillor Gordon Lundie: No formal response

Overview & Scrutiny Management Commission Chairman: Councillor Brian Bedwell: "I have looked at your paper on ICT which is very comprehensive and covers a complex subject extremely well. In 6.3 you recognise the need to connect with our residents and it is vital that our web site is kept up to date, which is the main criticism I have heard."

Ward Members: N/A

Opposition Spokesperson: Councillor Roger Hunneman: Verbal response only. No formal written response.

Local Stakeholders: ICT Strategy Board

Officers Consulted: All Heads of Service via Corporate Management Team
Corporate Directors via Corporate Board

Trade Union: Concerns raised regarding;

- **Shared services** – *"Please can you tell me which Councils are involved and how far this is along the line as we were not aware this was even being considered?"*
- **Bring your own device (BYOD)** – *"We have concerns about bringing your own devices not only for security reasons i.e. if lost and access to general public, but that if personal devices are accepted as tools for work then they should be provided as part of the equipment required to undertake a role. In addition if truly personal equipment these should not be monitored in anyway by management which is current practice i.e. with no of cases and timescales, etc."*

Following assurances given by Head of ICT & Corporate Support regarding consultation before the above measures were introduced the union response was as follows

"Thanks Kevin for those reassurances."

Is this item subject to call-in?	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>
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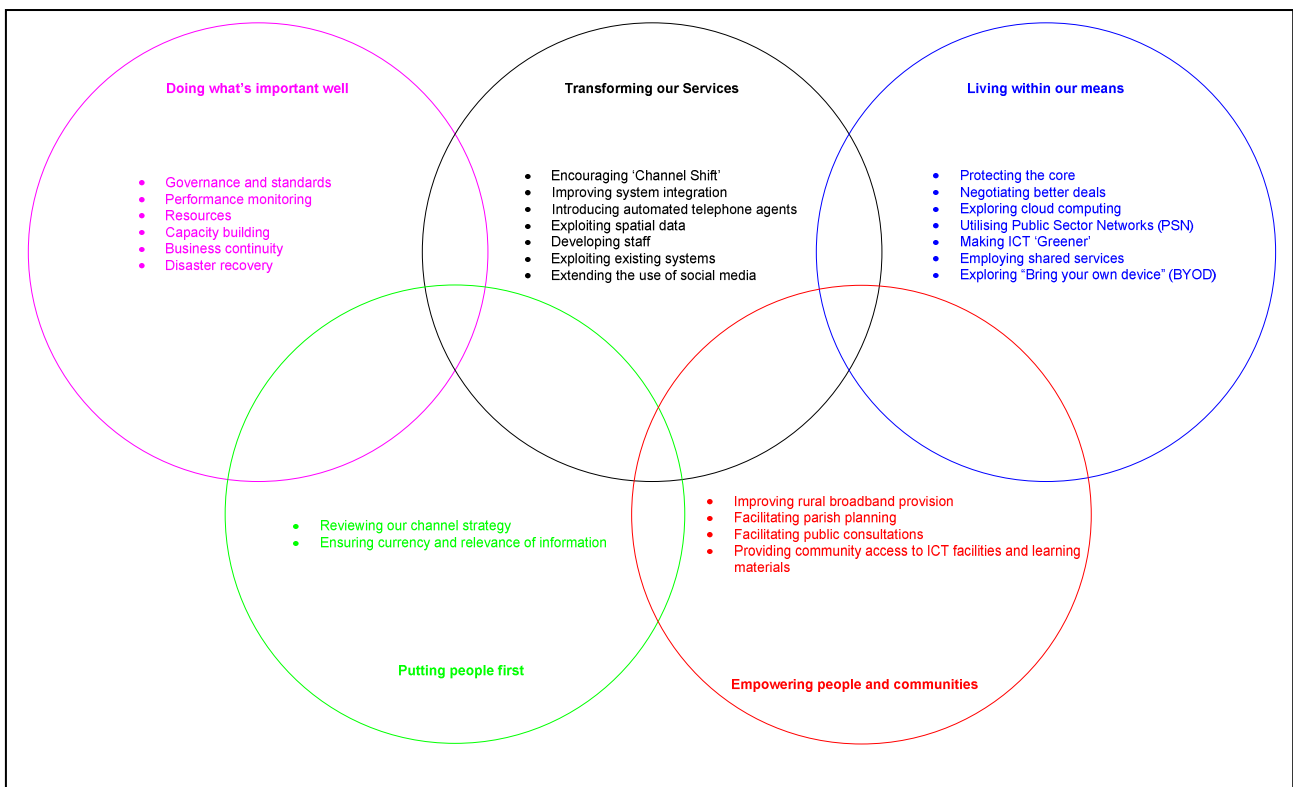
Supporting Information

1. Background

- 1.1 This is the 4th ICT Strategy produced since West Berkshire Council was established as a Unitary Council in 1998 and the ICT landscape has changed quite dramatically since the first strategy was written in 2003. WBC now has a modern and efficient ICT and business Infrastructure that can be easily accessed by the majority of its officers (staff) and Members (elected Councillors). Every council officer and Member, who needs it, has full-time access to a PC and more than 63% of the staff can work flexibly from any location. The provision of online information means that almost half of our customer contacts are now provided via our website.
- 1.2 Whilst previous strategies have focussed on modernisation and service improvement the strategy for the next 3-years is primarily concerned with ensuring that, during a time of diminishing budgets and resources, our core ICT infrastructure and business systems are protected in order that we maintain the efficiency and effectiveness of the Council that our ICT systems facilitate.

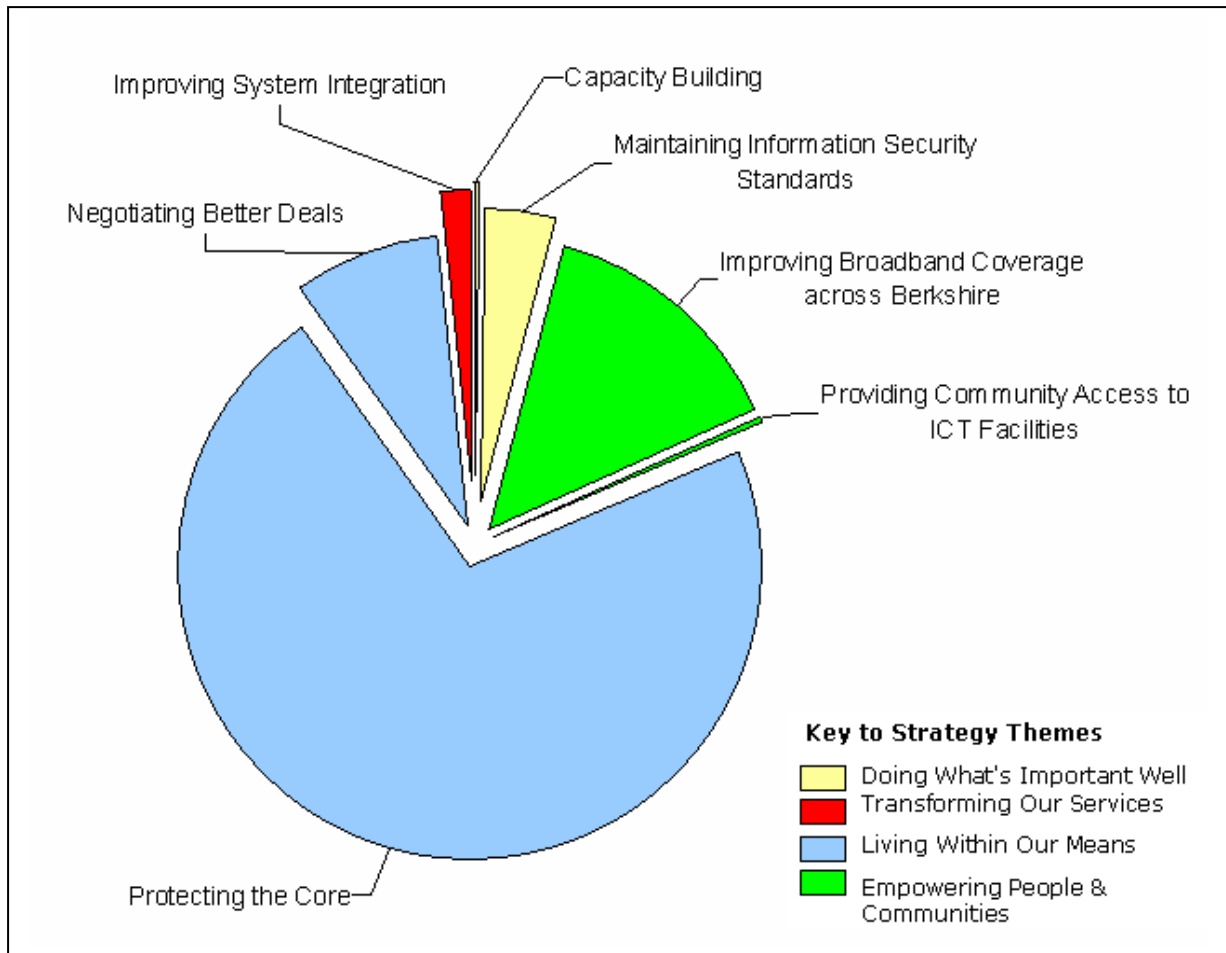
2. Alignment to Council Strategy

- 2.1 The ICT strategy is organised according to the five overlapping themes articulated within the Council Strategy 2013-17 as illustrated in the schematic below.



3. Allocation of Financial Resources

3.1 The schematic below illustrates the relative proportion of capital investment allocated to each of the Council Strategy themes and this clearly shows that the majority of investment is expended on protecting what we already have.



4. Service Engagement with the ICT Strategy

4.1 WBC's ICT Strategy is written with the whole Council in mind, not just the ICT Service. Achieving the strategy objectives is reliant upon engagement with the process by all services and teams as appropriate.

4.2 Ways in which Services should engage with the ICT strategy include;

- Complying with approved ICT standards and governance methodologies.
- Understanding which systems are important to their business continuity and effectiveness, and for each of these;
 - having an appreciation of the system's 'roadmap' (Particularly when they may go end-of-life).
 - making financial provision for all necessary system updates, and possibly end-of-life replacement.
 - whether they are being fully exploited, or whether there is extra unutilised functionality.

- whether staff using the systems are suitably trained to ensure they are using them effectively and deriving the maximum benefit achievable.
- Maintaining an awareness of what systems their peers in other Councils are using to run their business and whether they are more or less effective than WBC.
- Considering/understanding how the channel-shift agenda relates to their Service. e.g. improving information provision by putting more information online.
- Considering whether there are opportunities to improve integration between systems or data sets.

5. Equalities Impact Assessment Outcomes

5.1 There is no decision to be made and therefore no Equality Impact Assessment has been undertaken.

6. Conclusion

6.1 ICT is a key enabler for the continued efficient operation of West Berkshire Council and the WBC ICT Strategy sets the direction of ICT development for the next three years. Formal approval of this strategy will provide the necessary political endorsement to deliver the objectives articulated within the document.

Appendices

Appendix A – West Berkshire Council ICT Strategy 2013-2016