

## REPORT TO CABINET

13 June 2018

<b>Subject:</b>	<b>ICT Strategy 2018 – 2021</b>
<b>Presenting Cabinet Member:</b>	<b>Councillor Steve Trow – Cabinet Member for Culture and Core Council Services</b>
<b>Director:</b>	<b>Executive Director – Resources – Darren Carter</b>
<b>Contribution towards Vision 2030:</b>	 
<b>Key Decision:</b>	Yes
<b>Forward Plan (28 day notice) Reference:</b>	SMBC07/04/2018
<b>Cabinet Member Approval and Date:</b>	Councillor Steve Trow
<b>Director Approval:</b>	Darren Carter
<b>Reason for Urgency:</b>	Urgency provisions do not apply
<b>Exempt Information Ref:</b>	Exemption provisions do not apply
<b>Ward Councillor (s) Consulted (if applicable):</b>	Ward councillors have not been consulted
<b>Scrutiny Consultation Considered?</b>	Scrutiny have not been consulted
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### DECISION RECOMMENDATIONS

**That Cabinet:**

1. Approve the Council's ICT Strategy 2018 to 2021.

## **1 PURPOSE OF THE REPORT**

- 1.1 The Council's last ICT Strategy was approved on 27<sup>th</sup> February 2014 (Decision No. 19/14 refers). This version has now reached a point where an update is due and a new strategy is required to outline a vision, direction of travel and set of principles for the next 3 years.
- 1.2 During the lifetime of the previous ICT Strategy, much has been achieved. We will maintain this momentum and continue improving the ICT provision across the Council to support the Sandwell Vision 2030.
- 1.3 The 2018 to 2021 ICT Strategy has taken a different approach from previous strategies and focusses on articulating a high-level vision supported by key themes and principles rather than being a technology document.
- 1.4 This report requests that Cabinet endorses and agrees our new ICT Strategy 2018 – 2021.

## **2 IMPLICATION FOR THE COUNCIL'S AMBITION**

- 2.1 An effective ICT strategy fundamentally supports the delivery of modern, flexible services which are crucial to the delivery of our ambitious Vision 2030.
- 2.2 ICT is at the forefront of council strategy and is uniquely positioned to support all 10 ambitions.

## **3 BACKGROUND AND MAIN CONSIDERATIONS**

- 3.1 On the 27<sup>th</sup> February 2014, the Cabinet Member for Strategic Resources approved the Council's ICT strategy (Decision No. 19/14 refers).
- 3.2 A new ICT Strategy is required for the next 3 years to continue with the Council's business transformation and to support the Vision 2030.
- 3.3 This strategy has been developed on the strong foundation of work which has been undertaken over the last 3 years and ensures we continue to make significant and effective improvements going forwards.
- 3.4 A strong vision and sense of direction is essential for managing an effective ICT service. ICT is fundamental to all service areas across the Council and is essential as we strive to deliver our Vision 2030.
- 3.5 Our new ICT Strategy has been developed taking a different approach from previously so that we produce an output which is concise, helpful and appeals to a wide audience and as such is built around a vision and a set of supporting themes and principles.

- 3.6 Our ICT vision is defined as “To provide modern flexible ICT services that supports and enables every employee to contribute to the delivery of the councils Vision 2030 and ambitions”.
- 3.7 Our strategy is not focussed on technology. Rather, we have developed it to define our overall sense of direction and a set of principles which will be used to make financial investment decisions and define our future technology roadmap and architecture.
- 3.8 Further work will continue to define the specific details of what technology will require investment over the forthcoming years to ensure we can deliver the objectives of the strategy and the Sandwell Vision 2030.

## **4 THE CURRENT POSITION**

- 4.1 The current ICT strategy has now reached the end of its timespan. The new strategy builds upon this to take us forwards for another 3 years.

## **5 CONSULTATION (CUSTOMERS AND OTHER STAKEHOLDERS)**

- 5.1 During autumn 2017, the ICT Service conducted a number of engagement workshops with service areas from across the Council. The objective was to understand their current issues and identify their ICT requirements over the forthcoming years so that they can undertake their own ambitious transformation and service improvements.
- 5.2 Output from these engagement sessions has been used to shape our ICT Strategy.
- 5.3 It is our intention to undertake ongoing service area engagement to continuously improve and refine the ICT Service across the Council.
- 5.4 Our Business Partner function continues to work with service areas to identify ongoing requirements. From April 2018, the ICT Service has introduced a Single Work Programme so that we can prioritise and adequately resource work requirements. The detail from this programme will also shape our strategy and direction of travel.

## **6 ALTERNATIVE OPTIONS**

- 6.1 The lack of a Corporate ICT Strategy is not an option for an organisation which is so heavily dependent on technology for the delivery of transformation. It also means we can make effective and consistent investment decisions as these can be undertaken in the context of an agreed direction of travel.

## **7 STRATEGIC RESOURCE IMPLICATIONS**

- 7.1 There are no immediate Strategic Resource implications relating to this strategy. As we further the development of our underpinning technical architecture any budget considerations will be made at that time with further reports produced as necessary.

## **8 LEGAL AND GOVERNANCE CONSIDERATIONS**

- 8.1 The ICT Strategy will be annually reviewed to ensure it remains fit for purpose and that technology can underpin the regulatory and legal requirements of the Council.

## **9 EQUALITY IMPACT ASSESSMENT**

- 9.1 An equality impact assessment is not required.

## **10 DATA PROTECTION IMPACT ASSESSMENT**

- 10.1 The primary role of ICT is to “process” information. Information must be processed legally and lawfully e.g. Data Protection Act and forthcoming General Data Protection Regulations. Principle 7 of our ICT Strategy - Security and Risk Management will ensure we facilitate this.

## **11 CRIME AND DISORDER AND RISK ASSESSMENT**

- 11.1 The corporate risk management strategy has been complied with and an exercise has been carried out to identify any risks associated with the recommendations being sought. This has concluded that there are no significant risks that require reporting and that suitable measures are in place to manage the risks identified to an acceptable level.

## **12 SUSTAINABILITY OF PROPOSALS**

- 12.1 The strategy will ensure we continue to have an effective ICT service across the Council and exploit the use of technology for continuous service improvement.

## **13 HEALTH AND WELLBEING IMPLICATIONS (INCLUDING SOCIAL VALUE)**

- 13.1 There are no direct health and wellbeing implications although modern technology does help to support and maintain a healthy work/life balance.

**14 IMPACT ON ANY COUNCIL MANAGED PROPERTY OR LAND**

14.1 No impact

**15 CONCLUSIONS AND SUMMARY OF REASONS FOR THE RECOMMENDATIONS**

15.1 The current ICT Strategy has expired. An updated and revised strategy to take us forwards from this expiry date is necessary to ensure effective governance and sustainability of ICT over the next 3 years.

**16 BACKGROUND PAPERS**

16.1 None

**17 APPENDICES:**

ICT Strategy 2018-2021

**Darren Carter**  
**Executive Director – Resources**