



Corporate Resources Scrutiny Committee

Briefing Paper

Report of: David Buckland, Director of Resources

Date: Thursday 18th March 2010

Open

Update on the ICT Strategy

1. Summary

- 1.1 The ICT strategy was approved in December 2008 to support new ways of working and to deliver both savings and efficiencies.
- 1.2 The strategy focuses on 4 main priority outcome areas :-
 - To manage the on-going requirements of maintaining the ICT infrastructure and associated systems.
 - Assist with the transformation and improvement of Council services for the benefit of customers and stakeholders.
 - Enable the delivery of savings and efficiencies.
 - Prepare for the move towards single site office accommodation.

2. Background

- 2.1 A number new technology procurements have taken place over the last 12 months including:-
 - SAN (Storage Area Network) & Virtualization - To improve data storage and enable one server to do the work of many. The technology will also provide greater access to applications for all users while reducing the total cost of ownership with reduction in space, electricity costs and carbon emissions.
 - Thin client technology - This is required to enable home and remote working for approximately 100 users and approximately 150 users within the Council. The technology will also provide improved access to applications for internal users.
 - EDRM and EDM - Electronic Document Management, Records Management and associated Workflow is required to enable more efficient and flexible methods of working include Home and Mobile working throughout the Council. These systems will provide improved access to documents and information ensuring everyone is working on current versions of documents and a reduction in time

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spent searching for information. They will also increase the use of Scanned Documents thus reducing paper and space required for Storage and the associated move to a single site. Workflow will enable Documents and Tasks to be tracked and escalated if necessary. Processes when defined can be both shortened and steps automated.

- Self Service – A number of smaller procurements are in progress or planned to allow customers and employees with facilities to access their own information, request services and track progress without the need for assistance.
- Electronic order Processing and Procurement – This will reduce manual processing time, reduce paper and speed up time taken to process orders and invoices.

2.2 The implementation of these technologies and projects are at varying stages depending on Corporate and ICT strategy priorities.

- SAN & Virtualization - The SAN's and Virtual Servers have been installed at both the Town Hall and the business continuity site Duke House. Approximately 65% of servers have now been migrated including GroupWise, Agresso Financials System, Thin Client and Elections system.

The following stages are due for completion by April 2010:-

- Migration of remaining applications to the new SAN and Virtualized environment.
 - Full Disaster Recovery test
- Thin client technology – The first phase to install thin client for all services is nearing completion thus enabling Home Working to commence for any Service. Thin client devices have been rolled out in Planning and Revenues to test the new thin client infrastructure. Thin Clients will be used for future pilots and rolled out in Building Control, Housing Grants and Benefits by the end of March.
 - Home Work Pilots – Over the past 12 months a number of home working pilots have been carried out to test both the technology and working practices. Service areas that have / are being piloted include Council Tax, Building Control, Planning, Environmental Services and ICT.
 - EDM / EDRMS – EDM has now been rolled out in Council Tax. The corporate build for EDRM has been completed and the first service area (Building Control) nearing completion. Workflow processes builds in Council Tax are currently being designed and implemented.

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- Electronic Purchase Order Processing - The upgrade of the Financial Management System (Agresso) has been completed and the roll out of Electronic Purchase Order Processing is nearing completion.
- Additional Projects – A number of additional projects to support the ICT Strategy are also currently in progress and / or nearing completion including :-
 - Upgrade to latest version of GroupWise
 - Implementation of new email archive
 - Upgrade of Wireless Network

3. Key Issues

- 3.1 The ICT Strategy is supporting both the Corporate Plan and Division Business Plans with particular focus on efficiencies and Service improvements.
- 3.2 The new transformation groups will be crucial in setting priorities and a timetable for rolling out the ICT Strategy to service areas including
 - Mobile and flexible working
 - Management of information (EDM / EDRM)
 - Workflow, Self and Assisted Service
- 3.3 Roll out of the ICT strategy is key to providing earlier savings and prepare for a future Single Site. Savings and efficiencies will be generated by :-
 - Reduction in office space arising from employees working flexibly i.e. at home or by mobile working.
 - Reduced office space arising from reduction in filing space as documents are scanned and stored electronically.
 - More time available for the working day because of less travelling time between home and office.
 - Quicker and more accurate access to documents via electronic storage.
 - Centralised secure access to information for employees and customers.
 - Provision of secure, authenticated self service for customers to raise their own requests, make payments or carry out their own enquiries.
 - Streamlined processes to ensure information is up to date, accurate and in the right place at the right time.

4. Recommendation to Corporate Resources Scrutiny Committee

- 4.1 To consider and make recommendations in relation to the progress and implementation of the ICT Strategy.

5. Consultation

- 5.1 Consultations with other Local Authorities and professional bodies i.e. SOCITM have been carried throughout the process.

6. Related Decisions

- 6.1 The ICT Strategy was approved by Cabinet at the December 2008 meeting.

7. Relevant Council Policies/Strategies

- 7.1 The relevant Council Policies include the Mobile and Flexible Working Policy, Records Management Policy along with the ICT Strategy.

8. Implications

- 8.1 Implementation of the ICT Strategy is required to enable the Council to achieve savings and efficiencies as detailed in the ICT strategy.

9. Equality Impact Needs Assessment

- 9.1 At this stage no Equality Impact Needs Assessments are required.

10. Wards affected

- 10.1 No specific wards are affected.

11. Appendices

- 11.1 None.

12. Background Papers

- 12.1 Reports to Corporate Scrutiny Committee July 2008

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