

**Subject:** Initial ICT Strategy 2008 - 2012  
**Date of Meeting:** 21<sup>st</sup> October 2008  
**Report of:** Director of Finance and Resources  
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**Wards Affected:** All

### FOR GENERAL RELEASE

#### 1. SUMMARY AND POLICY CONTEXT:

- 1.1 The purpose of this report is to introduce the initial Information and Communication Technologies (ICT) strategy which sets out the council's approach to the delivery of technical and information services 2008 – 2012. This strategy supersedes the 2006 'Review of ICT Strategy – The Transformation Agenda'.
- 1.2 The Strategy outlines the role of ICT in enabling the authority to deliver on its key objectives such as delivering Value for Money and supporting the council in providing services directly to the citizens of Brighton & Hove.
- 1.3 The purpose of this Strategy is to provide the framework for a more detailed development plan. Further detailed analysis and planning supporting the principles outlined in the strategy will be undertaken for review by March 2009.

#### 2. RECOMMENDATIONS:

- 2.1 (1) To consider the principles outlined within the initial ICT strategy 2008-2012 attached as Appendix 1
- 2.2 (2) To make comment and recommendations to the Cabinet Member for central services prior to the strategy being submitted to Cabinet in November 2008.
- 2.3 (3) To note that the initial strategy will be revised together with a development plan by March 2009.

#### 3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 Since 2002 the Council's ICT strategy has largely been driven from the central government ICT strategy, notably the Best Value Performance Indicator for e-Government.

- 3.2 Since this time much has changed and much has been achieved. Examples include the implementation of a new Financial Information System, Customer Relationship Management (CRM) system and significant expansion of the technology infrastructure necessary to meet the continual development of council services.
- 3.3 The initial ICT Strategy 2008 – 2012 recognises the achievements that have already been realised through previous investment. However, it addresses the requirement to build upon these foundations to support the delivery of modern business services to citizens.
- 3.4 The initial Strategy highlights the need for ICT to continually support improved service delivery whilst reducing costs and maximising return on investment. It sets out the principles within which our vision will be achieved and the way in which the ICT division will support the Corporate Plan. However, the Strategy recognises that ICT is a corporate responsibility and not simply a technology issue. Partnership working and business collaboration is vital to providing officers, Councillors and partners with the tools they need to deliver effective services
- 3.5 Everything ICT does must support the Councils priorities for improvement. The context within which these priorities sit is complex. ICT Strategy will need to balance change activities, service delivery and service excellence against capacity and funding constraints.
- 3.6 Major themes outlined in this strategy include:
- Citizen Access
  - Transformation
  - Business Improvement
  - Technical Strategy
  - Capacity and Resources
- 3.7 It should be noted that the strategy is a work-in-progress. It is recognized that more needs to be done to tie its strategy to the Council's business needs, including governance, prioritisation and a costed development programme.
- 3.8 However, before carrying out this detailed work and planning the views of the Overview and Scrutiny Commission and the Cabinet are being sought to ensure the direction of travel suggested in the strategy is broadly right.
- 3.9 The strategy will be updated by the new Assistant Director for ICT (who takes up his appointment in mid-November) by the end of March 2009.

#### **4. CONSULTATION**

- 4.1 Consultation has taken place with The Management Team, other senior council officers and Cabinet Member F&R & Central Services. Further consultation will occur between now and March 2009 as the strategy is developed further.

## **5. FINANCIAL & OTHER IMPLICATIONS:**

### **5.1 Financial Implications:**

The Council's Medium Term Financial Strategy sets out the financial plans over a 3 year period. The Financial Planning section of the ICT Strategy indicates that where funding has not already been identified a Business Case will be provided to identify the capital and revenue implications of each scheme/action, including associated benefits and savings

### **5.2 Legal Implications:**

There are no significant legal implications arising from the strategy itself. Any contracts or procurement activities arising from the implementation of the strategy need to be considered separately for compliance with European and domestic legislation as well as the Council's standing orders.

### **5.3 Equalities Implications:**

The ICT Strategy supports the council's commitment to promote equality via the use of technology and information systems. An Equalities Impact Assessment (EIA) will be conducted as part of the process of updating this strategy by the end of March 2009. The resulting action plan will demonstrate how we can continue to ensure that effective, appropriate and fair services are delivered on the council's behalf.

### **5.4 Sustainability Implications:**

The initial ICT Strategy refers to a number of initiatives (such as mobile & flexible working, consolidated infrastructure, thin client computing) supporting the wider corporate commitment to sustainability and the reduction of carbon emissions

### **5.5 Crime & Disorder Implications:**

None

### **5.6 Risk and Opportunity Management Implications:**

A number of risks are implicitly identified throughout the ICT Strategy. Each scheme/action identified within the strategy will be subject to appropriate risk assessment. Previous risk assessments carried out against ICT service provision have been included in the Corporate Risk Register. A review of those risks will be carried out against the revised strategy.

### **5.7 Corporate / Citywide Implications:**

ICT underpins many of the council's operations. The strategy recommends that consultations continue with all departments of the council as an ICT strategy needs to be responsive and flexible to the council's needs.

## **SUPPORTING DOCUMENTATION**

### **Appendices:**

1. ICT Strategy 2008 - 2012

### **Documents In Members' Rooms**

1. None

### **Background Documents**

1. None