Risks to the ICT Strategy

- Mis-aligned pace of change
  - Business, Cultural and Technical change is not consistent

- Ability to embrace technology
  - Business does not engage with technology
  - Technology is put in place but not used
  - Impact of IT change on service delivery

- Corporate governance
  - Full benefits of technology can only be realised when implemented alongside cultural, policy and process change
  - Technology changes made in isolation will fail to realise benefits

- Information
  - Staff unaware of their personal responsibilities for safe information handling

---

Delivering the ICT Strategy

- Approach
  - Technology services designed and built around the customer
  - Delivering technologies that mobilise workforce
  - Expanding the use of information/intelligence
  - Support for organisational change initiatives
  - Building Information skills in the organisation
  - Reducing the total lifetime cost of IT
  - Consolidating IT operations (eg shared services)

- Delivery
  - Modular Development
  - Business transformation driving priorities – Customer Access, Workstyles, Commissioning
  - Investment decisions submitted through established governance processes