

Subject:	ICT Strategy Update		
Date of Meeting:	27 March 2012		
Report of:	Strategic Director Resources		
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Wards Affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 The ICT Strategy 2011 – 2016 sets out the Council's long-term approach to the delivery of information and technical services. The Strategy was approved by 13 October 2011 Cabinet (Reproduced here as Appendix 1)
- 1.2 This report is a summary and update as requested by the Overview & Scrutiny Commission. A presentation will be given by the Head of ICT (Appendix 2 of this report)

2. RECOMMENDATIONS:

- 2.1 To note the ICT Strategy and progress made so far.
- 2.2 To comment on potential future involvement of scrutiny in the ICT Strategy.

3. ICT STRATEGY

- 3.1 The ICT Strategy sets out the role of ICT as a facilitator for transformation, value for money public service delivery and a key contributor to the delivery of the Council's current and emerging priorities.
- 3.2 The ICT Strategy recognises that effective exploitation of technology is essential to delivering the organisations objectives. Our strategy is an ambitious programme intended to incorporate ICT into everyday business. It will ensure the early factoring of technology considerations into the design of policy increases digital inclusion, reduces the cost of our operations, and ensures information is shared and transparent where possible and always handled appropriately.
- 3.3 Delivering the strategy will support the Council's plans for economic growth and enable workforce transformation providing the tools to deliver a council the city deserves.

- 3.4 The ICT Strategy aims to drive maximum value from the Council's information and technology assets to underpin different ways of working, support different methods of engaging with citizens and partners and to achieve joined up public service delivery for our customers and communities.

4 SUMMARY OF PROGRESS

- 4.1 Since publishing our strategy ICT has continued to underpin the Workstyles programme providing a flexible working environment through mobile technologies, electronic scanning of documents and an upgraded voice services platform.
- 4.2 The replacement of outdated technology including software supporting our website has contributed to improving web services and enabling online transactions. This will support the development of mobile technology services to improve the efficiency of our field workforce and to improving customer experience through self service options and services over the internet.
- 4.3 An information management programme has been established to introduce a strengthened information governance framework. Working closely with the Information Commissioners Officer we are developing standards and controls which will allow information to be joined and used effectively. We have started to implement enhanced security measures organisation wide which allow information to be shared with partners and introduce safer practices for the use of removable media for staff working flexibly.
- 4.4 In line with our aim to adopt technologies which reduce administration and realise service efficiencies the implementation of an online room booking system for all core council offices has seen a reduction in the burden for both admin staff and users looking for meeting facilities.
- 4.5 Brighton & Hove City Council is jointly leading the establishment of the LINK consortium, a partnership of public service organisations across Sussex working together to collectively reduce cost and create a model for collaboration between partners and the wider public sector. Established initially by a collective need to replace individual Wide Area Networks with new Public Service Networks the LINK partnership is already preparing to collectively procure additional building block services such as voice services.
- 4.6 The LINK is an example of where ICT is working collaboratively with other public sector partners to remove the barriers to sharing information and delivering services in partnership.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 5.1 Financial implications are detailed in the Cabinet report, Appendix 1.

Legal Implications:

5.2 Legal implications are detailed in the Cabinet report, Appendix 1.

Equalities Implications:

5.3 Equalities implications are detailed in the Cabinet report, Appendix 1.

Sustainability Implications:

5.4 Sustainability implications are detailed in the Cabinet report, Appendix 1.

Crime & Disorder Implications:

5.5 None

Risk and Opportunity Management Implications:

5.6 Risk and Opportunity Management implications are detailed in the Cabinet report, Appendix 1.

Corporate / Citywide Implications:

5.7 Corporate/Citywide implications are detailed in the Cabinet report, Appendix 1.

SUPPORTING DOCUMENTATION

Appendices:

1. ICT Strategy 2011-2016 report to 13 October 2011 Cabinet
2. Powerpoint presentation to OSC by Head of ICT

Documents in Members' Rooms:

None

Background Documents:

None

