

TONBRIDGE & MALLING BOROUGH COUNCIL
FINANCE, INNOVATION and PROPERTY ADVISORY BOARD

03 January 2018

Report of the Director of Finance and Transformation

Part 1- Public

Matters for Information

1 IT STRATEGY UPDATE

This report updates Members on the significant progress of projects within the current strategy since the last update on 21st June 2017. It also provides an update on the subject matter of the next IT Strategy ahead of its presentation to Members at the next board meeting.

1.1 Background

1.1.1 The current IT Strategy was agreed by FIPAB on 24th September 2014.

1.1.2 The Strategy covered the period from 2014 to 2017.

1.2 Update on achievements during the current IT Strategy 2014 to 2017

1.2.1 Since the previous report to the Finance, Innovation and Property Advisory Board on 21st June the IT Team have made significant progress over a relatively short period of time on a number of additional projects.

1.2.2 The Citrix Virtual Desktop Infrastructure (VDI) system has been procured and the service is currently being set up and configured. The system will consolidate the way IT is provided to officers and provide a consistent environment for staff working in the office and remotely. This will support more modern and flexible ways of working and also improve our business continuity arrangements (eg. access to systems remotely during adverse weather). The IT Manager and IT Technical Support Team are leading on this project and have been working closely with the supplier to scope a technical solution which is now being put into action.

1.2.3 Running alongside the setup of the Citrix VDI system is a review of the way officers currently use IT and what their requirements are for the future. The goal is to ensure that all staff have the right tools in order to perform their job. An external consultant has been engaged to interview service managers and key officers on the way IT can be used to deliver their service. The first interviews are complete and has given an overall picture of what can be achieved to improve both staff efficiency and job satisfaction. Further work is now planned on refining these

results with further staff interviews and highlighting any policy changes that are required.

- 1.2.4 A new contract for Multi-Function Device's (printers, scanners and faxes) has been procured via the Kent Commercial Services framework. The new supplier (Sharp) has delivered and installed the equipment throughout the Council. The IT Technical Support Manager and her team have been instrumental in delivering a successful solution despite a number of teething problems with the new equipment.
- 1.2.5 We have teamed up with the Smarter Digital Services (SDS) team at Tunbridge Wells Borough Council who are assisting Kent local authorities with reviewing their websites. The IT Development Manager is leading on our website improvement project and has already conducted two workshops with members of the public to help inform us of changes and improvements we can make which will increase the take up of digital services. The results of this review will be delivered in January 2018 and will provide the scope for an overall website redesign / improvement project which will run for the rest of the year.
- 1.2.6 The Council Chamber audio visual and conferencing systems have been completely replaced with a newer more modern system. The new projectors have a simpler control system making them easier to use and also support the digital inputs found on newer laptops and tablets. The audio conferencing system has been completely replaced and more microphones have been added. Finally USB charging points have been added to the desks making it easier to charge tablets whilst at meetings.
- 1.2.7 We are now reviewing the replacement of Members tablets and have purchased a batch of six iPads with attachable keyboards for trialling by a few Members. We plan to use these for a month before committing to a bulk purchase for everyone. All being well, and the trial not highlighting any issues, we would hope to be in a position to roll-out new equipment to all Members by Easter

1.3 Update on the new IT Strategy 2018 to 2022

- 1.3.1 As mentioned in the June report, the aim of the next IT Strategy will be to build upon the IT infrastructure improvements delivered during the life of the previous strategy, and will look to improve staff efficiency, provide the foundations for effective business transformation and improve customer service.
- 1.3.2 The strategy will support the major corporate initiatives and projects that are planned or underway, including the new Waste Contract and Customer Services Review.
- 1.3.3 Some of the work streams will be new, and others (such as the rollout of Virtual Desktop Infrastructure, replacement of computing devices for staff and replacement of tablets for members) will be continuation of work already underway.

- 1.3.4 The use of data by the Council will be a major feature of the next strategy which will outline how we can better use the information we own for improved delivery of digital services whilst maintaining our obligations with information security and privacy.
- 1.3.5 Projects for establishing a corporate data quality policy and establishing a single citizen “golden record” (in the same way that the Local Land and Property Gazetteer is the “golden record” for properties) will be key activities to assist with the transition to more digital services via the website.
- 1.3.6 The strategy will support activities and improvements taking place in other areas of the Council (such as the Customer Services Review and new Waste Contract).
- 1.3.7 There are changes needed to the draft strategy to take into account the cessation of the shared revenues and benefits service project.
- 1.3.8 Taking the above into consideration it is hoped that a draft of the strategy will be ready for members to view at the next Finance, Innovation and Property Advisory Board.

1.4 Legal Implications

- 1.4.1 Procurement policy should be followed for all projects arising from the IT Strategy.
- 1.4.2 The IT Strategy will take into account the requirements of the General Data Protection Regulation which is implemented on 25/05/2018.

1.5 Financial and Value for Money Considerations

- 1.5.1 A separate review will be undertaken to determine the resourcing requirements for a programme of work to improve data quality and implement the citizen “golden record”.

1.6 Risk Assessment

- 1.6.1 Corporate strategies, goals and priorities need to align and support each other. The IT Strategy will support the activities and goals set by the Council.

1.7 Policy Considerations

- 1.7.1 Business Continuity/Resilience
- 1.7.2 Communications
- 1.7.3 Customer Contact
- 1.7.4 Procurement

Background papers:

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Nil

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