

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

23 May 2018

Report of the Director of Finance and Transformation

Part 1- Public

Matters for Recommendation to Cabinet - Non-Key Decision (Decision may be taken by the Cabinet Member)

1 IT STRATEGY UPDATE

A general update on progress towards preparing the new IT Strategy was provided to Members on 3 January. Attached to this report is the draft IT Strategy document for 2018-2022 setting out our aims and ambitions at a high level for this period.

1.1 Background

1.1.1 The existing IT Strategy was agreed by FIPAB on 24th September 2014 and covered the period from 2014 to 2017.

1.1.2 It describes at a high level how current and new technologies can assist with the Council's Transformation agenda and help to make improvements and efficiencies in our processes and in service delivery to the public and other customers.

1.2 The new IT Strategy

1.2.1 The new document attached at **[Annex 1]** sets out strategic objectives in a number of areas which will be underpinned by projects which will deliver these goals.

1.2.2 The projects will be identified in line with the strategic objectives and prioritised according to consultations with Members, Management Team, Officers and our Customers.

1.2.3 The strategic objective areas are;

- Customers – improved use of the website by customers. Greater use of “end-to-end” digital services in order to deliver efficiencies in back office processes.
- Staff – ensure officers are provided with up to date and efficient tools and systems for the tasks they are performing. Officers will also be involved in

all areas of the projects delivered under the strategy and provided with any support and training that is necessary.

- Members – provide regular technology training sessions for members so they are fully briefed on the latest developments.
- Partners – continue to participate on shared projects with other organisations where there is mutual benefit.
- IT Infrastructure – challenge our current use of legacy business systems and evaluate cloud hosted alternatives.
- Information Security – ensure that risks around information security are managed effectively and is understood at both Member and Management Team level.
- Business Continuity and Disaster Recovery – make sure that changes which arise from projects in the strategy are fully reflected in our Business Continuity and Disaster Recovery plans.

1.3 Legal Implications

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

1.4 Financial and Value for Money Considerations

- 1.4.1 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”.
- 1.4.2 By adopting “smarter” use of technology in our delivery of services we have the opportunity to improve efficiencies, therefore reducing cost and improving value for money to the resident.

1.5 Risk Assessment

- 1.5.1 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. Without a clearly defined strategy we may not be able to prioritise our resources correctly, leading to missed opportunities to improve service delivery and reduce costs.

1.6 Equality Impact Assessment

- 1.6.1 The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users at this stage.

1.7 Policy Considerations

1.7.1 Business Continuity/Resilience

1.7.2 Communications

1.7.3 Customer Contact

1.7.4 Procurement

1.8 Recommendation

1.8.1 Members are asked to consider and **RECOMMEND** approval of the IT Strategy for the period of 2018 to 2022.

The Director of Finance and Transformation confirms that the proposals contained in the recommendation(s), if approved, will fall within the Council's Budget and Policy Framework.

Background papers:

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Nil

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