

62. ICT Strategy 2019-25

Matt Smith, Business Development and ICT Manager

- a. presented the proposed ICT Strategy 2019/2025 for consideration prior to referral to Executive.
- b. explained that the ICT Strategy had been developed alongside Foresight Consultants and advised that the strategy was based on:
 - Council priorities and the likely challenges that would face services over the next three years.
 - Supporting Vision 2025 and One Council agenda
 - Interviews with key stakeholders
 - Reviews of current infrastructure
 - Potential future requirements
 - Meetings with stakeholders
 - Industry developments
- c. advised that the proposed strategy combined essential and aspirational elements, acknowledging the reliance of the Council, as a modern business, on ICT; and also the requirement to develop further and seek to optimise the use of technology to enable new methods of service delivery, and customer expectations in the way they wished to access Council services.
- d. stated that four key themes had been identified:
 - Channel Shift – Customer Services
 - New ways of working
 - Value for money
 - High availability and high performance.
- e. gave a power point presentation covering the following main points;
 - Context
 - One Council
 - Application Strategy
 - Technical Strategy
 - Governance
 - Outcomes
- f. invited committees question and comments

Members referred to the issues that had occurred previously with a computer system procured by the Council and asked how would officers ensure that this did not happen again?

Matt Smith, Business Development and ICT Manager advised that lessons had been learned, the ICT Strategy would underpin the work and make sure that the correct process was in place for procuring future applications.

RESOLVED that the proposed ICT Strategy 2019-25 be supported and referred to Executive for adoption.