

ICT AND DIGITAL STRATEGY 2017-2020

1.0 INTRODUCTION

- 1.1 The Council last approved a 3 year ICT Strategy in September 2013. A new draft ICT and Digital Strategy is attached which is now presented for approval.
- 1.2 The new ICT and Digital strategy has been developed to help all services design and use ICT and Digital services and structures to deliver positive outcomes for staff and customers. It includes a new set of principles which will provide a framework for how ICT services will be designed, sourced and delivered.

2.0 RECOMMENDATIONS

- 2.1 Policy & Resources Committee is asked to approve the ICT and Digital Strategy for 2017-20 attached at Appendix 1.

3.0 DETAIL

- 3.1 The previous strategy complemented the Council's corporate objective to become a "forward looking and ambitious" organisation. In line with the national strategy for local government, we wanted to continue to take advantage of ICT technologies, plan and procure better, share future developments and operations where the benefits to the Council were clear, above all with the aim of delivering better services to the people of Argyll and Bute.
- 3.2 While many of the national strategic objectives have been met, our focus has changed. This new strategy looks more closely at what's right for Argyll and Bute. The Council has led the way in ICT shared services since 2013, has tried to maximise the use of the Pathfinder North network and the opportunities it brings for innovative new systems, has introduced class leading data centres regarded as the most efficient in the country, and has instigated a digital transformation programme to deliver "Digital services so good that all who can use them prefer to use them". This new strategy will steer a path to further efficiencies, savings, and improved services for all of the Council's customers.
- 3.3 The strategy includes a set of principles which will provide a framework for how ICT services will be designed, sourced and delivered and how Digital can support ways of working and ways of doing things where the customer experiences real benefits. The Council will:
 - Design services with our customers, staff and partners at the centre
 - Present easy to use, integrated and standard interfaces
 - Build services, not just websites

- Hold information once and securely
- Use data well
- Make sure the foundations work
- Be innovative and agile
- Ensure ICT assets provide value for money
- Maintain a skilled ICT workforce
- Reuse, then buy and only build as a last resort
- ICT will support transformation through becoming more commercial

3.5 The draft strategy was developed with input from all departments and has been approved by the ICT Steering Board. It contains an action plan which is based on current resources.

3.6 It should be noted that many of the planned actions are dependent on business case justification. If the business cases do not show a positive return, then these actions will be dropped at that point. Where a positive return is demonstrated, then the savings will be needed to fund the cost of the new developments. Future budgetary pressures are expected over the strategy period given the council's overall financial outlook.

4.0 IMPLICATIONS

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| 4.1 Policy: | A new ICT and Digital Strategy has been developed to cover the period from 2017-2020 |
| 4.2 Financial: | Within existing budgeted resources |
| 4.3 Legal: | Aims to ensure compliance with all relevant legislation |
| 4.4 HR: | None. |
| 4.5 Equalities: | None. |
| 4.6 Risk: | Aims to manage ICT security risks |
| 4.7 Customer Service: | Potential to further improve services through adoption of appropriate ICT and Digital Services with positive outcomes for staff and customers |

Appendices

1 ICT and Digital Strategy 2017-2020

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14 July 2017

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