Report of the Director
of Policy and Resources

Decision to be taken after:
23 September 2016

NORTH LINCOLNSHIRE COUNCIL

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**GOVERNANCE AND TRANSFORMATION
CABINET MEMBER**

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ICT PROGRAMME OF WORK 2016/2017

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1.   **OBJECT AND KEY POINTS IN THIS REPORT**

1.1   To approve the ICT Programme of Work for 2016/2017

1.2   The key points in this report are:

➢ A joint ICT strategy was approved in July 2016
➢ An ICT Programme of Work has been developed to deliver the strategy through a series of identified ICT projects
➢ The Programme of Work for 2016/17 is presented for approval

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2.   **BACKGROUND INFORMATION**

2.1   On the 1 April 2016 a new integrated ICT service was formed between North Lincolnshire and North East Lincolnshire Councils as part of the Northern Lincolnshire Business Connect initiative.

2.2   A joint ICT Strategy for 2016-2019 was developed and subsequently approved in July 2016 to reflect the shared IT priorities for the next three years.

2.3   The new strategy supports the business transformation needs of both councils as services are remodelled and sized to meet local needs within an increasingly restrained financial environment. The strategy set out eight strategic outcome based themes which are delivered through a range of identified IT projects.

2.4   These projects are set out in a series of Directorate ICT Plans. An IT Programme of Work is subsequently produced comprising all of the Directorate ICT Plans alongside council-wide IT projects.

2.5   All ICT projects differ in size and complexity, examples include:

▪ technology to implement new hardware/software
▪ legislative requirements demanding new hardware/software investment
▪ projects with external funding requiring IT solutions
▪ system upgrades – minor and major
▪ web and digital enhancements
▪ corporate infrastructure and IT platform projects

- key transformation initiatives e.g. Transforming Customer Access
- accommodation changes and office moves

2.6 Key initiatives for 2016/17 as set out in the Programme of Work include:

- replacement of the mobile device management platform
- introduction of a common telephony platform
- establishment of common email platform for NLC/NELC
- introduction of a collaborative tool to provide video conferencing/instant messaging
- agile working platform
- implementation of a new mobile phone/tablet platform
- web developments and channel shift, website content management replacement
- implementation of a common EDRMS (document management) platform
- on-going application rationalisation

2.7 Projects are managed under a recognised ICT project management framework with progress reported to senior leadership teams and the IT Strategic Client Board as appropriate.

3. OPTIONS FOR CONSIDERATION

3.1. Option 1 – Approve the 2016/2017 ICT Programme of Work

3.2 Option 2 – Reject the ICT Programme of Work

4. ANALYSIS OF OPTIONS

4.1 Option 1 - Approving the ICT Programme of Work is the preferred option. This will provide clear strategic focus and direction to enable the delivery of the new ICT Strategy for 2016/17.

4.2 Option 2 - Rejecting the ICT Programme of Work would lead to a loss of strategic focus, Shared Services ICT Delivery, key transformational projects not proceeding and savings/efficiencies not being delivered.

5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)

5.1 The shared ICT service will support and resource the delivery of the Programme of Work for 2016/2017.

6. OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)

6.1 Decisions and actions taken in the delivery of the priorities outlined in this strategy will be subject to further integrated impact assessments as appropriate.

7. OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED

7.1 This Programme of Work has gone through an extensive consultation programme with our customers during the development of each Directorate ICT Plan.

8. RECOMMENDATIONS

8.1 That the ICT Programme of Work for 2016/17 is approved.

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Date: 16 August 2016

DIRECTOR OF POLICY AND RESOURCES

Background Papers used in the preparation of this report:
Directorate IT Plans 2016/17
ICT Strategy 2016-19