

Report of the Cabinet Member for Transformation & Performance

Cabinet – 21 October 2014

ICT & Information Management Strategy 2014-2019

Purpose:	To provide Cabinet with an initial strategy to approve.
Policy Framework:	None
Reason for Decision:	To endorse the strategy
Consultation:	Legal, Finance and Access to Services.
Recommendation(s):	It is recommended that Cabinet: 1) Endorse the ICT and Information Management Strategy
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Legal Officer:	Patrick Arran
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1. Background

- 1.1 The Council has not had an updated ICT strategy for many years and particularly not an approach which included information management.
- 1.2 The strategy attached at Appendix A provides an initial direction of travel identifying the key objectives and priorities for the next three to five years. If approved by Cabinet, the strategy will be updated in December to incorporate:
 - § The future ICT in-house operating model
 - § Cap Gemini exit arrangements
 - § Strategy and plans to improve information management
 - § Implementation plans, including more detail on where and how the Council will develop and use ICT to improve outcomes for residents.
- 1.3 A Member Reference Group will support the strategy and planning work. Scrutiny Members will provide oversight and challenge, particularly around the exit arrangements to an in-house managed ICT service.

2. ICT and Information Management Strategy

- 2.1 In recent years the Council has invested £3m to upgrade areas of infrastructure and introduce WiFi in its public buildings. These developments are just coming on stream now. However, there has not been a significant or cohesive drive around systems development for many years. Services have therefore implemented independent solutions in order to move forward, resulting in a degree of fragmentation.
- 2.2 The strategy draws on internal feedback and plans, alongside analysis of the external environment. It outlines a route-map, identifying key objectives and priorities to improve ICT and information management over the next three to five years, including:
- § The need for greater **cost transparency**, demonstrating value for money and reducing ICT running costs
 - § Maximising the **impact** ICT can have on the residents of Swansea
 - § Working in **partnership**, internally and externally
 - § Providing a focus for key areas of **delivery**, e.g. The move to an in-house managed service, mobile working for staff and Members, security, new cost effective applications, alignment / rationalisation of existing systems, etc
 - § Developing **information** to inform decisions and improve outcomes for the people of Swansea
 - § Creating a workforce with **competencies** in ICT innovation, improvement, and change
 - § Improving **ICT governance**, so that technology investment is aligned with Council needs and goals
 - § Transparent **performance** metrics.

4. Equality and Engagement Implications

- 4.1 After consultation with the Access to Services officers, it is confirmed that a full EIA is not needed at this early stage, as the strategy is a direction of travel. The need for a full EIA will be reviewed again in December when specifics around the implementation plan are known.

5. Legal Implications

- 5.1 There are no specific legal implications arising from this report.

6. Financial Implications

- 6.1 The service has savings targets identified in the medium term financial plan. Transitional costs of moving to an in-house managed service and any other investment discussions are being undertaken with the Section 151 Officer and Cabinet will be updated in due course.

Background papers:

None

Appendices:

Appendix A: ICT and Information Management Strategy 2014-2019