

# **ICT Strategy 2016-2021**

## **Update April 2019**

# Background

- Strategy was developed and approved in May 2016
- Strategy is now in its 3<sup>rd</sup> year
- Main themes:
  - Customer agenda - to enable customers to access the Council's services online and have their requirements fulfilled, where practical, through digital solutions
  - Business agenda - to enable the Council services to make effective use and obtain the maximum benefit from the use of ICT
  - Technical agenda - to provide a robust, reliable, effective and resilient infrastructure for the efficient delivery of ICT

# Customer agenda

*To enable customers to access the Council's services online and have their requirements fulfilled, where practical, through digital solutions*

- Development of online self service portal
- Upgrade to telephony system offering additional functionality and improved waiting facilities
- Upgraded website to enable improved accessibility and ease of use
- Introduction of Webchat facility
- Introduction of call recording for quality monitoring
- Introduction of secure telephony solution to meet credit card security requirements

# Business agenda

*To enable the Council services to make effective use and obtain the maximum benefit from the use of ICT*

- Quarterly meetings of ICT Steering Group and ICT user group
- Review and consolidation of systems
- Quarterly SLA meeting with all Heads of Service
- Mobile and field working
- Training and development
- Restructure of ICT Team
- Back up generator to support IT system
- Introduction of offsite back up arrangements with Leicester City Council
- Support of corporate or service initiatives such as; SMART working, Office accommodation etc.

# Technical agenda

*To provide a robust, reliable, effective and resilient infrastructure  
for the efficient delivery of ICT*

- Support of approx. 575 staff including Councillors, all CBC staff, Capita HDC Contact Centre, LCC staff (HR, H&S), Fusion partners (with Leisure)
- Assessment of cloud-based facilities to host IT infrastructure
- Upgrade of corporate telephone system
- Upgrade of VDI environment
- Regular 'IT Health check' completed
- Upgrade to Office 365
- Upgrade to Share point
- Refresh of printers and printer contract
- Compliance with all system security requirements

Questions??