# ITC Strategy Principles

**Overview & Scrutiny Committee Consultation**

**24th January 2011**

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# Consultation Objectives

1. Inform members at an early stage of the initial thinking on the ICT Strategy

2. To seek the committees input

3. To seek the committees view on next steps

# Background

- Since vesting day major property rationalisation. Still 90 locations

- 48% access systems via Bedford Borough network

- Over 50 ICT improvement projects under way currently. Many national and local initiatives

# Current National Challenges

- Comprehensive Spending Review 2010

- Personalisation of adult social care

- Changes to the Benefits System

- The Government ICT Strategy, in particular its "Data Centre Rationalisation" and "The Government Cloud"

# Future National Challenges

- Move of preventative health services responsibilities back into the council
- Launch of academies and free schools
- The Munro Review – Child protection
- Changes in the National Health Service

# Service Local Challenges

- Supporting the Adult Social Care Recovery programme

- Supporting the transformation of learning and education infrastructure

- The continued harmonisation and rationalisation of applications in Sustainable Communities

- Total Place Access to Benefits Implementation

# Corporate Local Challenges

- The Council's priorities
- Supporting the medium term financial strategy
- Disaggregation of ICT from Bedford Borough
- Increased mobile and home working
- Demand for ICT services outstripping resource and support for the C&SS Recovery Programme

# ICT Vision

To become the invisible enabler of service delivery for our partners, suppliers and citizens.

Therefore the strategy must ensure the ICT infrastructure is:

- *Fit for a future where service delivery will be to many user communities from many devices and locations*
- *Value for money in these difficult economic times*
- *Integrated, ensuring efficient and effective use of information organised around the service user needs.*

# Future Influences

- Pressure on office accommodation driving more home and mobile working

- More sharing of service delivery with other partners

- Increased demand for 24 x 7 x 365 availability

- Simplify the capturing of information and the reporting and access to information.

# Proposed Key Programmes

- Application Infrastructure Programme
- Customer Management Programme
- Total Place Programme
- Enterprise Content Management Programme
- Enhancing Social Care Programme
- ICT Recovery Programme

# Data Centre Comparison

| Benefit | Data Centre (Current Position) | Hosted Public Sector Shared (Proposed) |
|---|---|---|
| Increasing speed and flexibility | Yes | Yes |
| Storage of sensitive data | Yes | Yes |
| Regulation sensitive data | Yes | Yes |
| Managed Infrastructure | No | Yes |
| 24X7 Operation | No | Yes |
| Application Sharing | No | Yes |
| Best Value | No | Yes |

**Central Bedfordshire Council**

# Strategy Outcomes

- A stable and secure ICT voice and data network
- A value for money ICT infrastructure
- A self-service web environment to deliver the best service at lowest cost
- Accurate, timely and appropriate management information
- An architecture that meets the customers' expectations.
- Programme and project management that delivers ICT enhancements to time, cost and quality

# ICT Strategy Next steps

- Obtain feedback from O&S committee
- Develop Strategy
- Portfolio Holder brief Leadership team
- Publish Strategy to staff and Members
- Adoption by Executive

Target publication in March 2011