



CHESTERFIELD
BOROUGH COUNCIL

A strategy for ICT and online services 2015–2019

Scrutiny Update

8th September 2015

James Drury

Vision



‘ICT is a key enabler for the development, delivery and transformation of Chesterfield Borough Council and the services we deliver to our citizens’



Our strategy

- ICT underpins all our services today and is the enabler of transformation tomorrow
- Must be service and outcome led
- Must be aligned to our corporate priorities
- Drives informed decision-making within ICT and our Council



‘Technology gives us power, but it does not and cannot tell us how to use that power. Thanks to technology, we can instantly communicate across the world, but it still doesn't help us know what to say’

Jonathan Sacks



Developing our ICT Strategy



- Aiming for increased corporate control
- Providing a checklist for future ICT commissioning, procurement and development
- Ensuring ICT is developed as an enabler of change
- Recognising the significance of data and information assurance / security
- Identifying and planning for more efficient and effective 'day to day' ICT provision
- Strategy document completed and approved by December 2015



What's in the strategy?

- Set of principles
- Governance
- Strategic themes with outcomes
- Key groups of ICT users
- Open standards and best practice
- Operational plan of activities
- One-year improvement plan

Context

- Rapid advances in technology
- People using/expecting technology
- Access to technology: digital divide
- New threats to security
- Increased value of information



Our key groups of users

- Residents
- Businesses
- Visitors
- Partners (public, private, third sector)
- Elected members
- Service delivery teams
- Members of staff
- Management



Key strategic themes

1. Improved access to technology
2. Business transformation
3. Business data
4. Workforce mobility and capability
5. Partnership working and shared services
6. Reliability and compliance



Principles of ICT delivery

- Governance and buying
- Creating a common ICT infrastructure
- Using ICT to enable and deliver change
- Managing risk and security



Risks of getting it wrong

- Ad hoc, short term development
- No alignment to corporate priorities
- Poor outcomes for customers
- Technical complexities and dependencies
- Resources under strain
- Increased long term costs
- Wasted investment
- Increased risk of security breaches

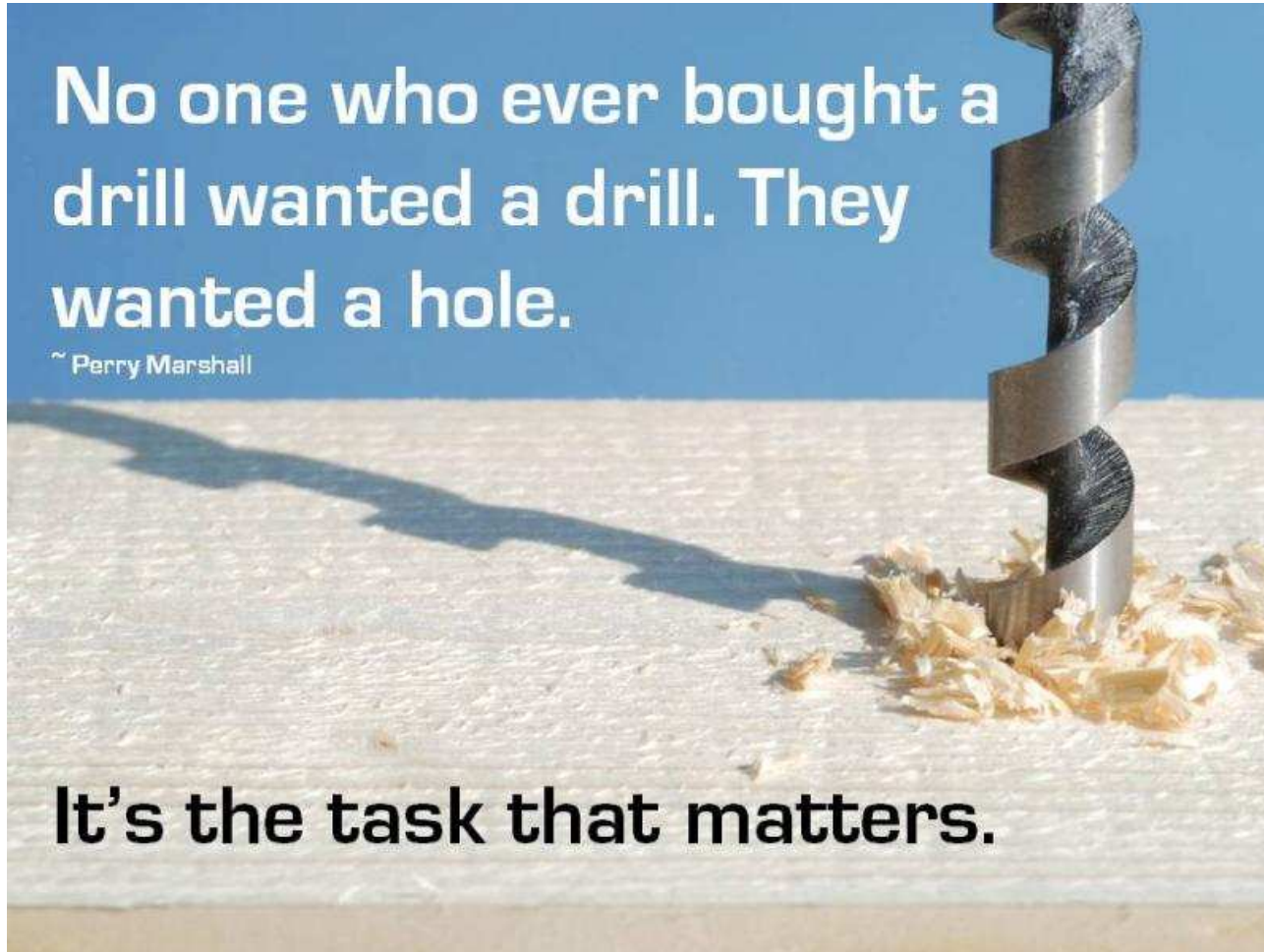




**No one who ever bought a
drill wanted a drill. They
wanted a hole.**

~ Perry Marshall

It's the task that matters.



Recommendations

That the Committee :

- Notes the work to date
- Comments on the overall approach
- Comments on the vision, strategy and themes outlined in the draft strategy
- Provides a steer for any revisions to the draft
- Considers and determines any appropriate follow up of the ICT Strategy