

# ICT Strategy 2012–2014

Version: 1.0

## Strategic Vision

The ICT strategy will support (and is supported by) the following:

- The CBC Corporate Plan 2012/15
  - The CBC Transformation Plan
  - The CBC Customer Services Strategy 2012/14
  - The CBC Workforce Strategy 2012-2015
  - The ICT Project Priorities for 2012
  - The CBC Corporate Asset Management Plan 2011-2016
  - CBC partners; Corporate technical expertise; and ICT best practice
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- Great Place: Great Service.

## ICT Governance

Governance structure and Terms of Reference agreed in January 2013.

Joint workshops with Council's Heads of Service, Service Managers and senior arvato managers/ICT project teams.

Output of these workshops was an agreed and prioritised ICT Project Programme.

## *ICT Strategy Key Themes*

### **1. Citizen Centric Services**

- New Customer Service Centre
- Relocation of the call centre.
- Updating and integration of ICT especially the Payment machine and the new income management system.
- New payment machine at the HLC.
- New website.
- Housing CBL kiosk at HLC.

### **2. Flexible Working (Remote and Mobile)**

- iPads roll out. 61 devices issued.
- Upgrade of remote access solution
- Additional laptop issued

### **3. Application system improvements**

- Income management system.
- Academy Rev's & Ben's.
- Main planning system.
- CRM
- Electoral registration.
- Environmental M3
- Core Virtual infrastructure and associated power protection especially UPS's and new power circuits. Upgrade DR solution (virtual infrastructure).
- Leisure booking system Leisure legacy.
- ModGov.
- Careline relocation.
- Tapton/Dunston joining core network

### **4. Corporate Intranet development**

- Interim intranet decommissioning of unsecure obsolete intranet.

### **5. Corporate Document Management System (CDMS)**

- Upgrade and migration onto the core virtual infrastructure.
- New Legal Case management module
- Contracts register module.

### **6. Geographical Information System (GIS)**

- Upgrade of main planning system.
- ICT taken responsibility for updating central government hub.

### **7. e-Payments**

- Upgrade of system. New system used by Call Centre, face-to-face CSC.
- Automated telephone payments.

### **8. Replacement Contractor System for OSD**

- COINS system scheduled for Go Live by the 31<sup>st</sup> March 2014.

### **Security**

- PSN compliance and migration to new secure network (replacement for Government Connect network)

- PCI-DSS compliance.
- Data Protection.

**Great Place: Great Service launch. Proposed changes to the ICT Governance structure to link with GPGS governance structure.**

- Relocation of Town Hall housing staff.
- Town Hall Room moves e.g support services.
- Planning East Lodge, Staveley Housing Office.