

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

A new governance structure is being considered as part of the Councils Great Place Great Service initiative. Once agreed this will replace the existing Governance Structure and Terms of Reference previously agreed in January 2013.

ICT Strategy Key Themes

1. Citizen Centric Services

- Phase 2 of the Website Redevelopment project.
- Customer single sign-on on Council website
- Leisure Booking System upgrade
- Wi-Fi in Leisure Centres
- Wi-Fi in venues (Winding Wheel, Museum, Visitor Information Centre, Assembly Rooms)
- New Queens Park Sports Centre

2. Flexible Working (Remote and Mobile)

- Investigating the option to implement a virtual desktop solution to facilitate expanded flexible working.
- Investigating other mobile devices such as Windows tablets
- Pc's for sheltered housing scheme managers
- Mobile Devices for Careline Support Officers

3. Application system improvements

- Door access system centralisation
- iTiger Call Logging System Upgrade
- Crematorium Internet Booking System
- GMAS system replacement
- Private sector housing module within Environmental Services system
- BACAS Handheld Risk Assessment
- Leaseholder service charges module on Northgate Housing System
- Community Infrastructure Levy
- Northgate Housing upgrade to V6 (major release)
- M3 Oracle 11g upgrade and new servers
- Innovation Centres Telephone Equipment
- PayBase BACs software replacement
- Upgrade VOIP systems software to MCD6

4. Corporate Intranet development

- Replacement for interim intranet

5. Corporate Document Management System (CDMS)

- Corporate mailroom module.
- Investigating which other Council services could benefit from document management.

6. Geographical Information System (GIS)

- Ongoing discussions about ICT taking on Gazetteer Custodian responsibility

7. e-Payments

- Automated telephone payments.
- PCI DSS work to remove non-compliant payment devices / processes. Where possible replace with upgraded payments system.
- Building Control Internet Payments
- Car Parks e-payments

8. Replacement Contractor System for OSD

- COINS system scheduled for Go Live by the end of June 2014

Security

- PCI-DSS compliance.
- Data Protection.
- Annual PSN compliance audit prior to September 2014
- Ongoing work for outstanding remedial work from 2013 PSN audit

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

- East Lodge move to Stonegravels
- Voluntary Services working from Town Hall Basement
- GPGS office refit – Wi-Fi, smart boards etc