

ICT Strategy 2012–2014 / Great Place: Great Service

ICT Governance and Strategic Vision

The provision of ICT is described in the ICT Strategy 2012 – 2014. However the implementation of the strategy now falls under the governance of the Councils Great Place Great Service initiative. This replaces the Governance Structure and Terms of Reference previously agreed in January 2013.

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

ICT Strategy Key Themes

1. Citizen Centric Services

- Phase 2 of the Website Redevelopment project. Working with the Council to develop a business case for an improved Customer Relationship Management (CRM) system.
- Leisure Booking System upgrades. Online transactional services are soon to be made available to the public.
- Wi-Fi in Leisure Centres in place
- Wi-Fi in venues (Winding Wheel, Museum, Visitor Information Centre, Assembly Rooms) – business case being considered
- 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
- Council Banking Services (ICT involvement)

4. Corporate Intranet development

- Replacement for interim intranet

5. Corporate Document Management System (CDMS)

- Case management & Workflow system (Legal)
- Corporate mailroom module.
- Investigating which other Council services could benefit from document management.

6. Geographical Information System (GIS)

- ICT now undertaking the Gazetteer Custodian responsibility

7. ePayments

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

8. Replacement Contractor System for OSD

- COINS system scheduled for Go Live by the end of January 2015

Security

- PCI-DSS compliance.
- Data Protection.
- Annual PSN compliance audit February 2015
- National Fraud Initiative 2014/15

GP:GS Specific projects

- East Lodge move to Stonegravels
- Voluntary Services working from Town Hall Basement
- GPGS office refit – Wi-Fi, smart boards etc
- Innovation Hub at the Visitor Information Centre
- Car Parks & CCTV office moves
- Audit of Microsoft core infrastructure licences