

Report to: **Finance and Information Technology Resources Committee**  
Date of Meeting: **14 February 2012**  
Report by: **Executive Director (Finance and Information Technology Resources)**

Subject: **Information Technology Strategy Update 2011/2012**

## 1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ Advise the Committee of the one year update to the current IT Strategy incorporating the governance arrangements for the delivery of Information Technology Services

## 2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the updated Information Technology Strategy 2011/2012 and the governance arrangements for the delivery of IT Services are approved.

## 3. Background

3.1. The Council has had an ICT Strategy in place since the early days of the Council. When the current Strategy was updated and produced in 2004 it was totally overhauled.

3.2. Covering the planning period from 2005 – 2009 the Strategy brought specific improvements by linking the delivery of IT Services to specific Resource Objectives and linking all work to Fourcast themes (the then Council Plan).

3.3. The Strategy for 2008 – 2011 built on the new Connect Council Plan and this update focuses on the final year of the current Connect. It seeks to consolidate the objectives under Connect and add clarity in terms of communicating the Strategic Objectives to Resource Management Teams.

3.4. The principle changes in the 2011 – 2012 update of the IT Strategy strengthens the governance arrangements for the Service, particularly in respect of setting IT Priorities, determining the role of the ICT Programme Board and reporting the progress of the IT Programme to the Council's Corporate Management team.

3.5. The IT Service Planning Framework was established in December 2005 and presents a comprehensive overview of support and project deliverables to the Council's Resources, each of which is clearly linked to Council Plan Objectives or Values.

#### 4. IT Strategy

- 4.1. The IT Strategy for 2011 – 2012 has been simplified from previous versions. Whilst remaining very much a *business* facing document that seeks to link delivery of IT to Council Objectives and Values, the strategy engages a prioritisation model that sets specific drivers and prioritisation criteria for delivery of IT Programme and Projects.
- 4.2. The governance model identifies five key drivers for delivery of the IT programmes and projects, and weights these against a set of Resource priority criteria. The diagram shown in Appendix 1 illustrates the model.
- 4.3. Each Council Resource, in consultation with its Business Systems Manager, sets the IT Proposals for the coming financial year. Each proposal can apply up to 5 DRIVERS (as described above). Each driver is assessed as High, Medium or Low Priority to the Resource. Each Driver score is multiplied by its associated priority score and the sum totalled for each driver. In this way the ICT Programme Board is presented with a system generated set of priorities for ratification or otherwise.

Lead Resource	Proposal	Deliverable	Objective	Start	End	Drivers
Community	<a href="#">Vehicle Tracking and Monitoring.xml</a>	Establish procurement and specification phase of the vehicle tracking pilot, complete with business case to describe savings and other efficiencies.	Whilst development of the full business case will form an important part of this project, it is likely that the resultant system will support savings and fuel efficiencies in the region of £325,000.	01/04/2011	31/03/2012	Council Objective Council Efficiency Programme Resource/Service Priority
Corporate	<a href="#">Election 2012.xml</a>	Provision of IT support for the Election process	Support the delivery of the May 2012 Local Government Election	01/11/2011	29/06/2012	Statutory Requirement Council Objective Resource/Service Priority
Council Wide	<a href="#">Better Connected 2012.xml</a>	Deliver the following projects: Review home and landing page; Review use of Scottish Navigation List (SNL) navigation; Undergo a full content audit to review accuracy and currency; Review consultation area and functionality; Accessibility, review and make	Implement the recommendations of Better Connected 2011 audit.	01/04/2011	31/10/2011	Council Objective Resource/Service Priority Council Efficiency Programme
Enterprise	<a href="#">ePlanning 2011 2012.xml</a>	Facilitate development of online Planning Applications and Appeals in relation to the national planning portal as well as eConsultation. Facilitate appropriate integration with EDRMs, M3 Enforcement and Enquiry Modules, as well as Income Management System	Further development of M3 and the National Planning Portal provides the Council with the capacity to meet its requirements under the Planning Act, particularly in respect of public engagement with the Council and improving access to notifiable neighbours.	01/04/2011	31/03/2012	Council Efficiency Programme Resource/Service Priority Statutory Requirement
Finance and IT	<a href="#">FMS HRMS Oracle R12 Upgrade.xml</a>	Upgrade Oracle eBusiness Suite Financials and HRMS to R12.	Ensure that our ERP system is running a fully supported version of the database, middleware and applications stack.	01/04/2011	31/03/2012	Council Objective Resource/Service Priority Technical Support/Upgrade Statutory Requirement

- 4.4. This process is repeated for each of the Council's Resources, and the top 50 programmes and projects are presented to the ICT Programme Board for refinement to the top 25 IT Programmes and Projects for the Council.

4.5. The primary mechanism for onward delivery of the IT Programmes and Projects is the IT Toolkit for Service Planning and delivery.

## **5. ICT Programme Board**

5 The ICT Programme Board is a group of senior officers from each Council Resource. The group is chaired by the Head of IT Services and oversees those programmes and projects that cut across all Council Resources. Specifically,

- To recommend the top IT Priorities for the Council and to review progress against Priorities' key objectives.
- To determine the business benefits of the ICT Programme from a Council wide perspective.
- To agree and approve the priority of each deliverable within the ICT Programme, from a Resource and Council wide perspective.
- To approve Programme expenditure
- To approve changes to the Programme portfolio.
- To identify and report resource conflicts (both ICT and Resource) resulting from competing priorities at a Council wide level.

5.1. The ICT Programme Board also oversees reporting of the IT Priorities to the Council's Corporate Management Team.

## **6. IT Toolkit**

6.1. IT Services has, for many years, a professional service planning framework and project management methodology that has been successfully benchmarked via the SOCITM national benchmarking service.

6.2. The revision of the IT Strategy seeks to consolidate good practice through the deployment of Microsoft Sharepoint and Project Server Tools that ensure,

- Effective delivery of ICT Programmes and Projects through improved collaboration and coordination of resources
- Effective monitoring of programme and project updates to accurately reflect the status of Council Priorities in real time.
- Improved processes for resource planning and allocation
- Improved tracking of project and programme expenditure
- Continued Excellence in Service Planning and reporting at a Resource Level

## **7. Other Changes to the Strategy**

7.1. The remainder of the IT Strategy remains the same, in structure, as in previous years confirming the distinction between Information and Technology, whilst updating a number of Technology and Operational Standards.

7.2 Copies of the updated IT Strategy are available for inspection in the Members' libraries.

## **8. Employee Implications**

8.1. None

## **9. Financial Implications**

9.1. None

## **10. Other Implications**

10.1. The IT Strategy has been formally assessed against the Council's obligations in respect of a Strategic Environmental Impact Assessment, and found to be exempt from this requirement.

10.2 There are no implications for sustainability in terms of the information contained in this report.

**11. Equality Impact Assessment and Consultation Arrangements**

11.1. This policy area has been screened for equalities issues and is not relevant to the Council's equalities duties and, therefore, no impact assessment is required.

**Paul Manning**

**Executive Director (Finance and Corporate Resources)**

13 January 2012

**Link(s) to Council Values/Improvement Themes/Objectives**

◆ Value: Accountable, Effective and Efficient

**Previous References**

- Finance and Information Technology Committee, 30 September 2008

**List of Background Papers**

- Information Technology Strategy 2011 – 2012

**Contact for Further Information**

If you would like to inspect the background papers or want further information, please contact:-

Kay Brown

Head of Information Technology Services

Ext: 4344 (Tel: 01698 454344)

E-mail: [kay.brown@southlanarkshire.gov.uk](mailto:kay.brown@southlanarkshire.gov.uk)

## South Lanarkshire Council

### Drivers

**Statutory(5)**

Any IT Proposal that enables the delivery of a Statutory function

**Council Priority(4)**

Any IT Proposal which involves more than one Council Resource and is considered to be *Cross Cutting*

**Council Efficiency(3)**

Any IT Proposal which facilitates, or contributes to, a quantifiable saving as part of the Council's efficiency programme

**Resource Priority(2)**

Any IT proposal that has a direct impact upon a declared Resource Plan objective

**Technical Upgrade(1)**

Any IT Proposal that is required to ensure or maintain systems performance and availability

### Priority

**High (5)**

The IT Proposal is recognised by the Resource Management team as being of high priority.

**Medium (3)**

The IT Proposal is recognised by the Resource Management team as being of medium priority.

**Low (1)**

The IT Proposal is recognised by the Resource Management team as being of Low priority.

ICT Priorities

Service Plans

Resource Plans