

CABINET	AGENDA ITEM No. 7
22 SEPTEMBER 2014	PUBLIC REPORT

Cabinet Member(s) responsible:	Councillor David Seaton, Cabinet Member for Resources	
Contact Officer(s):	John Harrison, Executive Director Resources	Tel. 452520

ICT STRATEGY 2014-2019

R E C O M M E N D A T I O N S	
FROM : Corporate Management Team	Deadline date : not applicable
<p>1. That Cabinet approves the Council's ICT Strategy 2014-19 (Appendix A).</p> <p>2. The Executive Director Resources in consultation with the Cabinet Member for Resources be authorised to deliver future work streams arising from the strategy.</p> <p>3. The Executive Director Resources be authorised to agree to changes to the ICT Managed Service contract with Serco resulting from the ICT Strategy</p>	

1. ORIGIN OF REPORT

1.1 This report is submitted to Cabinet following a referral from CMT on 5th August 2014.

2. PURPOSE AND REASON FOR REPORT

2.1 The purpose of this report is to seek Cabinet's approval of a new 5 year ICT Strategy that will underpin major transformation projects and enable the council to transform the delivery of services to a customer specific approach utilising cloud technologies.

2.2 This report is for Cabinet to consider under its Terms of Reference No. 3.2.4 'to promote the Council's corporate and key strategies and Peterborough's Community Strategy and approve strategies and cross-cutting programmes not included within the Council's major policy and budget framework'.

3. TIMESCALE

Is this a Major Policy Item/Statutory Plan?	No	If Yes, date for relevant Cabinet Meeting	
---	-----------	---	--

4. *Key Points Arising from the Strategy*

4.1 The council as part of its transformation programme has created a forward thinking ICT strategy that will stand the council ahead of most local authorities and in line with private sector thinking which will bring new ways of working, collaborating and serving our residents citizens whilst enabling more cost effective services to be delivered.

4.2 The strategy is a customer focused strategy looking to improve customer satisfaction and enabling services to be accessed from anywhere on any device and promoting the use of online services without the need to remove alternative service methods.

- 4.3 The strategy is based around building a core platform of software established from the requirements of Customer Experience and Adult Social Care and then building out across the rest of the estate from this platform.
- 4.4 The strategy has a focus on reducing applications across the estate and consolidating the current siloed approach to ICT to a more corporate level approach and ensuring departments are working collaboratively.
- 4.5 A SOCITM study estimated that average UK council costs per transaction are £8.62 for face to face; £2.83 for telephone and £0.15 for digital. It is therefore essential that to reduce cost that the shift to online channels will need to be made through making these channels as simple and easy to use as services residents choose to use, such as online shopping. In doing so, those residents who find this method of transacting with the council the most convenient will choose to use digital channels without the council having to turn off alternative channels for those residents who choose not to use digital.

The Technology

- 4.6 Cloud technology that requires little or no infrastructure will form the model for the strategy. This will remove a large amount of back end, unseen tasks undertaken by ICT. This means ICT can work more closely with departments to ensure that we are developing solutions and enhancements on the platform to enable greater efficiencies.
- 4.7 Salesforce will become the key component of the council's ICT product set. It is used across the world by brand leaders such as Coca-Cola, Burberry and Stanley Black and Decker as well as some forward thinking local authorities such as LB Hounslow, Bristol and RB Windsor and Maidenhead.
- 4.8 Salesforce can be configured to meet virtually every need of every department within the council. The true value is then realised through the data that the council holds corporately instead of being held in the current siloed approach.

Additional Points

- 4.9 ICT are also working to produce complimentary Enterprise Architecture and Information Governance documentation. The Enterprise Architecture will in essence explain how to get to the end goal, and the Information Governance will set in place principles around using and sharing data across the council and cloud technologies.

5. CONSULTATION

- 5.1 The underpinning technology components in the ICT Strategy have been compiled through consultation with the Adult Social Care and Customer Experience Transformation programmes. These requirements have been matched with the ongoing requirements of the ICT department taking into account the budget pressure that the council faces.
- 5.2 Consultation has also been undertaken with Serco ICT, the council's Delivery and Commissioning Board and a number of third party specialists including Methods Digital.
- 5.3 All staff have had the opportunity to provide feedback on the council's proposals.
- 5.4 Consultations with citizens and council partners will be initiated as and when required to ensure the Council is delivering the services that are required not the ones that the council believe are required.

6. ANTICIPATED OUTCOMES

- 6.1 That the new ICT Strategy 2014-19 is approved and that work can be undertaken to improve service delivery for the citizens of Peterborough.

7. REASONS FOR RECOMMENDATIONS

- 7.1 The ICT strategy will help to fundamentally change the way that the council operates and will lead to improved service provision and availability for all residents.

8. ALTERNATIVE OPTIONS CONSIDERED

- 8.1 The alternative option for the ICT Strategy is to remain as is and continue to use the current traditional technology that the council has in place. This option has been rejected as it will not allow the council to change the way that it operates to take advantage of the new solutions and practices that have emerged in the technology market. In order to meet the budget pressures that the council is facing the council must adapt its processes and utilise the flexibility and collaborative nature of these technologies to underpin its council wide transformation programmes.

9. IMPLICATIONS

- 9.1 The implications of the ICT strategy will affect the entire council. To underpin the strategy ICT have been tasked with creating a “toolbox” of software that will enable savings to be delivered through technology based on the requirements of Customer Experience and ASC transformation, but in a way that the whole council can benefit from, whilst at the same time resolving some of the ongoing performance issues ICT also has. This toolbox will allow staff to take advantage of new ways of working and collaborating. Mobile and remote working will be enabled to become more prevalent, allowing property to reconsider the council’s estate portfolio, whilst joined up and accessible data will allow for better service provision and collaboration with our partners and emergency services.

9.2 Financial

- 9.2.1 The council’s costs in relation to the ICT Strategy will be met through the existing ICT budgets in the councils MTFS.
- 9.2.2 Savings will not be attributed to the ICT Strategy. Instead the savings will be delivered by the departments through transforming the services delivered in a more efficient and cost effective way through the use of modern technology.

10. BACKGROUND DOCUMENTS

None.

This page is intentionally left blank