

Report of the Executive Director

ICT STRATEGY 2022 TO 20271. Purpose of Report

To seek approval for the new ICT strategy through to 2027 in accordance with the Council's values of continuous improvement and value for money.

2. Detail

The ICT strategy, included in the report at the appendix, has been developed in consultation with employees and members.

The previous strategy worked well and placed the Council in a strong position to react to the COVID-19 pandemic allowing the organisation to change to an agile model of service delivery almost overnight.

The new strategy follows a very similar format and approach to the previous ICT strategy, albeit focusing on later technology. While the strategy contains broad strategic objectives along with the rationale behind those objectives, including the benefits and deliverables that will be achieved it does not set out to provide a strict formula or action plan dictating the approach. It is a scene setter that will allow the Council to remain agile.

A technical delivery plan has also been produced to support the ICT strategy and particularly give the necessary detailed technical information required by ICT employees to inform their on-going work programmes. While the technical delivery plan has not been included in this report it is available in the Member room for consideration.

The strategy provides four ICT themes to support the strategic objectives namely:

- Enabling **efficiency**
- Responding flexibly and with agility to **customer** needs
- Modern architecture supporting efficient and agile working **culture**
- Robust arrangements for **business continuity, information management and governance** and **security**.

Each theme is presented in terms of its impact, its benefits, and its deliverables in relation to ICT service delivery.

3. Financial Implications

The Council has recognised the importance of and the benefits derived from ICT; as a result, it has invested year on year into the ICT infrastructure. The likely levels of additional investment required for the period to March 2027 have still to be agreed and this forms part of the annual budget process.

Recommendation

The Committee is asked to RESOLVE that, with effect from 24 March 2022, the new ICT strategy be adopted.

Background Papers: Nil.