WEST DUNBARTONSHIRE COUNCIL

Report by Chief Executive

Corporate Services Committee: 26th April 2006

Subject: **ICT & Business Development Strategy**

1   Purpose

1.1   To ask Members to approve the attached Draft ICT & Business
Development Strategy. (Appendix A) with corresponding support strategies
as detailed within this report.

2   Background

2.1   The ICT (Information & Communications Technologies) & Business
Development Strategy *CouncilConnect* provides the framework for the
adoption and application of technology along with the business requirements
to support the Council's aims and objectives. The strategy achieves this by:

- Describing how ICT & Business Development will work with internal and
  external services to maximise the benefits of the investment in ICT

- Identifying the major internal and external business drivers that are
  shaping and influencing the need for change

- Identifying a variety of customer focus models and developing in further
  detail those considered most appropriate for the Council

- Identifying the physical components that will be used

2.2   There are a number of support strategies, which have been developed to
address specific key areas and these are available via links on the Intranet.

2.3   The WDC Website Strategy will address the key issues for both current and
future requirements of the Council's Community Website

2.4   The WDC Desktop Strategy details the standard configuration for Personal
Computers, PDA's, Laptops and related peripherals

2.5   The WDC Systems Strategy will address the server and telecommunication
requirements for the Council and will be updated to meet the Council's
service requirements and will deliver flexibility and responsiveness, laying
foundations for both planned and unforeseen developments

2.6 The <u>Disaster Recovery Strategy (ISP 16.2)</u> the purpose of this plan is to establish and define the procedures that will ensure the continued operation and/or orderly recovery of computing and/or telecommunications services in the event of loss of service or a disaster within an acceptable time scale.

3.   Main Issues

<u>The Vision for Change</u>

3.1 This strategy recognises the vision for change. ***CouncilConnect*** aims to respond to citizen demand, changing the face of public service in West Dunbartonshire by offering increased choice of place, time and method for receiving services, including:

- One Stop Shop
- Contact Centre
- Internet/Website
- Mobile Technology brought to the citizen
- Mobile Communication devices such as interactive mobile phones
- Information Kiosks
- Interactive Digital TV in the home

3.2 Previously the preferred method of interaction with the Council was by telephone and face to face contact, although this is changing with a greater reliance on technology. Those who do not wish to use the latest technologies will still have these choices and will receive equal priority and attention.

3.3 This vision does not only address the issues of choice of access but has a strong statement of the need to review the back office processes, consider what are the key elements and use technology as an opportunity to increase effectiveness.

4.   Personnel Issues

<u>Implementation and Resourcing Plan</u>

4.1 It has been necessary to introduce changes to the way Information Services is currently organised to ensure a smooth implementation of the ICT & Business Development Strategy. This includes restructuring and remodelling the way IS functions provide services to enable new technologies to be fully utilised by the Council. This will enable the future support and development needs of the Council to be met in a "smarter" working way.

4.2 Members are asked to recognise that to effectively implement this strategy it is necessary to identify resources to complement the existing ICT skills in tandem with the requirements of Transformational Government and therefore, restructuring IS as detailed within the Implementation and Resourcing Plan, to meet the needs of the Council is critical to the success of this Strategy.

5. Financial Implications

5.1 In order to address this agenda of Transformational Government in line with the ICT & Business Development Strategy, it is necessary to redirect the focus more on business process improvement and delivery of service at first point of contact, rather than the more traditional ICT service delivery. This new structure, will not only make a substantial saving, but will also have an emphasis on quality management via continuous improvement, and excellence in customer service providing a more joined-up delivery of services to our customers – the users of our services, including employees, Councillors and the citizens of West Dunbartonshire.

5.2 The ICT environment is particularly subject to rapid changes. The Strategy will require ongoing review to adapt to external and internal changes, and alterations will be controlled through consultative and reporting processes.

6. Recommendation

Members are asked to approve the attached ICT & Business Development Strategy with associated support strategies.

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Tim Huntingford
Chief Executive

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