

## **REPORT OF HEAD OF TECHNOLOGY & DIGITAL, CHIEF EXECUTIVE'S DEPARTMENT**

### **ICT STRATEGY ANNUAL WORKPLAN 2022-2023**

#### **Purpose of the Report**

1. To provide the Finance Committee with the progress update regarding the annual workplan for 2022-2023.

#### **Information**

2. The ICT Strategy was brought to the committee for approval on 22 November 2021. The recommendation approved the delivery of an annual workplan.
3. The annual workplan will divide into three categories.
  - Those we have confidence about regarding the scope and delivery objectives, shown on the workplan with a C.
  - Those that are in the early discovery phase and options are being collected, shown with an amber ED.
  - Other initiatives that are anticipated in the timeframe under discussion. These are indicated at the end of the list in the section Future Works.
4. ICT maintain this workplan in consultation with the departments and jointly developed the initial list of priority work. A regular cycle of service and strategic meetings is in place to ensure that it continues to reflect emerging requests, product changes, and adjusting priorities.
5. There are three types of work activity driving ICT priorities; the statutory and immediate obligations, urgent and remedial works to maintain current services, and thirdly those driven by department service plans and imperatives.
6. The workplan is aligned to the seven themes within the ICT Strategy, supporting the ambitions within the Council's Business Plan. This report covers those where delivery is lead within ICT and which ICT are accountable for. It should be noted that there are other works that ICT are involved in, such as the Better Care Fund, where accountabilities sit elsewhere and will therefore be reported separately. It is not appropriate for this report to include those external programme deliverables.

7. The workplan is cognisant of the fact that not all departmental business plans are finalised, and the pending employment of a new director for Transformation - which may influence the contents of the workplan.
8. This report is the inaugural annual workplan. Any variation to the plan's deliverables will be brokered along with the stakeholders and reported to Members through appropriate Cabinet process.
9. Appendix A outlines the major projects planned for the period. It is a high-level overview; each project activity has an executive board and detailed report circulation. There are some elements that benefit from specific comment:
  - There has been a prolonged period of stasis with the COVID response prioritising stability of service. The impact has been many applications receiving fewer updates. These have accumulated and are an example of the Technical Debt mentioned in the ICT Strategy paper.
  - The work to migrate systems to a cloud hosting platform (often referred to as Software as a Service or SaaS) is ongoing. This is the Council's default option when considering application refreshes. It is also a driving factor for the sustainability to reduce technical debt.
  - Additional activity will be required in relation to Cloud Services (see Infrastructure Technical Debt) to address the revenue consequences of moving to Cloud services.
  - Cloud and remote working models provide opportunities to reduce the ICT Environmental Impact. The deployment and adoption activity is recognised (including accessibility) as key alongside automated delivery tools such as smart lockers and reception technologies.
  - Cloud Services in the home care settings are also utilising the same advantages through initiatives like the Technology Enabled Care and Community Hub, connecting those with needs to the providers from both voluntary and professional care agencies using smart and real time monitoring.
10. In determining the workplan, ICT adopted an approach which was transparent and open with contribution from nominated departmental representatives.

### **Other Options Considered**

11. The use of an internally derived assessment risked appearing insular and without appropriate consideration to business outcomes and the Council plan.
12. A First-Come-First-Served approach was discounted as it did not adequately reflect contract procurement cycles and other measures of urgency.
13. A pro-rata allocation of resources according to an arbitrary factor (such as department size) was discounted as it did not recognise the relative priority of requests.

## **Reasons for Recommendations**

14. The proposal will support transparency and accountability for the contents of the workplan and its alignment with the Council Plan.
15. Having a bi-annual review will enable the Authority to monitor the progress of delivery against the approved workplan.

## **Statutory and Policy Implications**

16. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability, and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **RECOMMENDATION/S**

- 1) That the ICT Annual Workplan as outlined in this report be approved.
- 2) That the ICT Annual Workplan is reviewed on a 6 monthly basis to monitor progress.

**Paul Martin**

**Head of Technology & Digital, Finance, Infrastructure and Improvement**

**For any enquiries about this report please contact:**

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## **Constitutional Comments (CEH 01.03.2022)**

17. The recommendations fall within the remit of Finance Committee under its terms of reference.

## **Financial Comments (SES 01/03/2022)**

18. There are no specific financial implications arising directly from this report.

## **Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- None

## **Electoral Division(s) and Member(s) Affected**

- All