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|  | **Service Plan 2021-22** | **ICT** |

**Purpose of the Service**

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| ICT recently underwent a restructure agreed by the Policy Committee in December 2020. The restructure brought about a number of changes that are now in the process of being implemented. These are to implement the organisational changes, embed a new operating model incorporating the concepts of DevOps, Agile and ITIL standards and to support and lead the County Council Digital and ICT agenda.  ICT is divided into 3 areas, supported in part by individual service plans where applicable. These are:  Core For all ICT operations and developments  Customer The customer interfaces with ICT  Control The governance, policy, planning and standards that oversees and assures processes and quality |

**Service Priorities for 2021 - 22**

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| There are over 120 current projects active within the ICT portfolio, and further operational activities undertaken each day to maintain the estate. In the financial year 2021/22, these projects are committed to deliver a range of benefits including:   * Application developments supporting a range of business priorities, such as Coviz, Day Care Portal, and Home Based Care. * LAN Equipment Replacement, ensuring the council properties have a secure and reliable network infrastructure. * Publishing a SIP tender to centralise and standardise telephone services for all staff. * Renewal of the Software Purchasing Framework, essential for the majority of corporate applications. * Replacing the Wide Area Network across the County, essential for the provision of modern multi-modal and remote working capabilities * Managing the annual computer equipment refresh programme, with the focus in 2021 on the removal of older Windows 8 devices. * Migrating all computer users to the enhanced Microsoft E5 licenses to take full advantage of the security, integration, and unified communication capabilities critical to modern working practices.   Availability of a modern toolset is one critical factor in the success of our business, and close alignment with Information Governance will be required to ensure the people within the organisation maintain skills and understanding in step with the Technologies.  The Service Priorities for ICT are to:   1. Design, define and commence the implementation of an ICT Strategy for the County Council. 2. To work with and support the County Council in the integration of Digital Technologies within the Corporate and Departmental service offerings to citizens and the public. 3. To implement a schedule of maintenance windows, ensuring our core technology foundations are kept up to date and fit for the purpose of modern citizen services. 4. To work alongside colleagues to provide a joined up and seamless offering across the Chief Executive’s Department. 5. To engage, support and energise the wider digital community within Nottinghamshire to ensure that the County prospers and exploits the advantages that technology and digital can bring. 6. To foster a Remote First approach to support staff with new working behaviours in the post Covid environment. 7. Deliver a hybrid offering for Councillors, staff, partners and volunteers as we all return to a new normal in the mixed environment of home, partner sites and County Council provisioned offices. 8. To ensure that all our services are delivered to staff in a way that supports and enables them to work and collaborate with others, safely and easily. 9. To work at pace with the necessary due diligence, turning business ideas and innovation into a digital offering using methodologies such as Agile, DevOps and ITIL. 10. To help the County Council have control over its overall spend by exploiting the Cloud and other technologies that have and are being put into place. 11. To work with business owners and senior stakeholders to help identify, define, resource, and prioritise technology projects to help achieve their strategic objectives. 12. To provide a spectrum of collaboration tools, supporting a range of conversation styles and connection types to help communities with a common interest to share knowledge, learning, and experiences. |

**Continuous Improvement in 2021-22**

**What are the Actions, Measures and Targets**

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| **How will the service be improved**  **(inc. key activity and milestones)** | **How will this contribute to** | | | **Who will this involve?** | | | **How will you measure success?** |
| **Service Improvement** | **Savings & Efficiency** | **Council Plan Outcomes** | |  |  | |
| By ensuring that Corporate and Departmental Plans/ Priorities are absorbed within our Strategy so that the right digital and technology solutions are incorporated within ICT planning and delivery | This will result in Service Improvement, Savings and Efficiency and Council Plan outcomes | | | All | | | That the time spent on planned work to achieve priorities is greater than the time spent in the past, by reducing the amount of time responding to problems and issues that were not foreseen. |
| Completion of the WAN | This will result in Service Improvement as we replace the existing wider area network with a network which has greater bandwidth with the capability to provision better digital services | | | Head of Product Delivery, 3rd Party Suppliers | | | That the project will be delivered within the expected completion time and within budget. |
| Supporting the Nottinghamshire Project | This will help staff return to work as part of the post covid offering | | | Head of Product Delivery, Head of ICT Customer Support | | | Completion of the project within the expected timeline and to budget |
| By improving the efficiency and effectiveness of our Service and the way in which it is delivered. | This will result in Service Improvements. | | | All | | | Being able to support and provide due diligence to more services within the existing cost envelope. By implementing Agile, DevOps, ITIL with the necessary methods and working practices. |