

Report of	Meeting	Date
Director of ICT Services	Overview & Scrutiny Committee	10 January 2007

INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) STRATEGY

PURPOSE OF REPORT

- To gain approval to consult upon the contents of the draft Information and Communications Technology (ICT) Strategy.

CORPORATE PRIORITIES

- The ICT Strategy defines a programme of work that will contribute directly to;

People

- Improving access to public services through
 - the development of additional access channels and the removal of barriers to their use
- Reducing pockets of inequality through
 - Improved equality of access to services
- Getting people involved in their communities through
 - Improved access to the decision making process and improved access to information.

Performance

- Ensuring Chorley Borough Council is a performing organisation by
 - Improving the quality of services delivered through the use of technology
 - Reducing service costs through the use of technology

RISK ISSUES

- The report contains no risk issues for consideration by Members.

BACKGROUND

- The revised ICT Strategy will supersede the existing strategy approved by the Executive Cabinet in April 2002. It aims to build upon the foundations laid by that document and support the further development of technology into areas that will deliver real benefits to our customers and efficiencies to the organisation.

THE STRATEGY

5. It is recognised in the Council's Human Resources Strategy that people are the organisations most important asset. It now needs to be recognised that its information assets must be a close second. This strategy documents the Council's plans to use, develop, focus and protect the technology and communication resources that enable underpin the use of those assets.

At the highest level, the strategy will document the key contributions that information and communication technologies (ICT) can make in achieving the Council's vision and ensure that those contributions are translated into appropriate objectives and targets.

The Strategy plans the development of all ICT and associated services delivered by the Directorate and defines the roles and strategic contributions of the ICT Services Directorate in the following areas;

- Customer Services - internal and external e.g. the public, staff and members
 - Systems Development and Integration – ensuring the systems and standards are in place to enable the joining up of public services generally and improving the delivery of Council services in particular through the effective integration of 'front' and 'back' office systems.
 - GIS/LLPG – ensuring continued progress in this area and establishing the technology as a key strategic planning and operational support tool.
6. The synergies that exist between data and voice communications have been recognised and responsibility for the management and development of telephony has been transferred to the Customer Services Team within ICT Services. This strategy will therefore include objectives relating to issues and developments within this area.

CONSULTATION

7. If the strategy is to deliver the benefits detailed within it, it is essential that the document be seen as business driven and not technology for the sake of it. In recognising this, it must also be recognised that those best able to comment on the relevance of the actions and targets within the document are those whose service delivery is dependent upon robust and innovative technology services – officers and Members.
8. It is therefore recommended that officers and Members be invited to comment on the contents of the strategy during a short consultation period.

COMMENTS OF THE DIRECTOR OF HUMAN RESOURCES

9. There are no HR implications associated with this report.

COMMENTS OF THE DIRECTOR OF FINANCE

10. There are no immediate financial implications associated with this report. Delivering the strategy and the costs therein will be subject to the normal business planning considerations during the Council's budget cycle for 2007/08 and beyond.

RECOMMENDATION(S)

11. It is recommended that Overview and Scrutiny Committee agree that officers and Members are invited to comment upon the contents of the strategy.

TIM MURPHY
DIRECTOR OF ICT SERVICES

Background Papers

Document	Date	File	Place of Inspection
ICT Strategy 2006-2009	November 2006	ICT Strategy 2006-09 Draft.doc	Union Street offices

Report Author	Ext	Date	Doc ID
Tim Murphy	5455	15 th December 2006	ICT Strategy OS Report.doc