Chorley Council

Report of	Meeting	Date
Director of ICT Services (Introduced by the Executive Member for Resources)	Executive Cabinet	22 February 2007

INFORMATION AND COMMUNICATIONS TECHNOLOGY STRATEGY

PURPOSE OF REPORT`

1.   To gain approval of the new Information and Communications Technology (ICT) Strategy.

CORPORATE PRIORITIES

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

People

a.   Improving access to public services through

- the development of additional access channels and the removal of barriers to their use

b.   Reducing pockets of inequality through

- Improved equality of access to services

c.   Getting people involved in their communities through

- Improved access to the decision making process and improved access to information.

Performance

a.   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

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

BACKGROUND

4.   The revised ICT Strategy will supersede the existing strategy approved by 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 Councils plans to use, develop, focus and protect the technology and communication resources that underpin the effective 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.

7.   An executive summary of the strategy is included as appendix 1 and a copy of the full document is available on the Loop. A printed copy will also be deposited in the Members Lounge following approval.

COMMENTS OF THE DIRECTOR OF HUMAN RESOURCES

7.   Any training needs identified as a result of new technology will be addressed through the Council's Performance and Development Appraisal system.

COMMENTS OF THE DIRECTOR OF FINANCE

8.   The strategy will ultimately mean the Council identifying the resources for investment as the IT environment is very dynamic. Any future investment requirements will be identified in the Council's business planning process and reported to the Executive for consideration.

RECOMMENDATION(S)

9.   It is recommended the Executive Cabinet approve the new ICT Strategy.

REASONS FOR RECOMMENDATION(S)
(If the recommendations are accepted)

10.   The ICT Strategy provides a corporate vision for the strategic development and application of ICT focused on the provision of infrastructure and services that will underpin the delivery of the Council's corporate objectives.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

11.   None

TIM MURPHY
DIRECTOR OF ICT SERVICES

Background Papers			
Document	**Date**	**File**	**Place of Inspection**
Customer Focused Service Design Strategy	August 2005		http://democracy.chorley.gov.uk/ecCatDisplay.asp?sch=doc&cat=419&path=0&J=5
Transformational Government	November 2005		http://cbc-us-mod/ecSDDisplay.asp?ID=166&sch=doc&cat=419&path=0&J=7
Corporate Strategy 2006-2009			http://democracy.chorley.gov.uk/ecSDDisplay.asp?ID=164&sch=doc&cat=419&path=0&J=4

Report Author	**Ext**	**Date**	**Doc ID**
Tim Murphy	5455	29 January2006	ICT Strategy ECReport.doc