

# Emerging ICT Strategy – Appendix 1

## Context

The 2008 ICT Strategy is in the process of being updated.

How we want to use ICT to support service delivery means changing the ICT we have including what we use, how we provide it and how we support ICT. Some of these changes given our current position will be quite radical.

We need ICT to be portable, flexible, available and affordable and to be an enabler that helps services to innovate.

The key message is that the strategy will be business driven, not IT led.

## Examples of what we are aiming for

- Ability to access any system from any desktop at any council office
- Same from any council mobile device
- All fieldworkers to have mobile devices
- Carbon and energy reductions
- Integration with health commissioning, easier and better collaboration
- Integration of health and social care delivery, the ability to share and exchange information easily, securely
- Less systems and a more simple architecture
- Easy to use and up to date systems
- Security and encryption that works for the business as well as meeting standards
- Portable and easy to use Members IT to enable working out and about
- Use of the council web to share knowledge
- Access to your desktop from home

Currently accessing applications is dependent upon having a fixed wire connection. This is as much to do with how we meet security requirements as it is to do with the state of our current IT estate. By moving away from this we can enable a different type and level of service delivery e.g.

- Case workers able to complete more assessments in a day / week – records can be accessed and updated on the spot with the client such as calculating benefit entitlements
- Creative work with children – media rich tablets and the various apps available in the market place would allow social workers to do concentrated work with children and families in their home, the social worker could also update the child's record whilst they were there

## Where we are now

The strategy is being developed in consultation with services. There are also things from a management perspective that we know need to be done anyway e.g. help the organisation achieve its' £1m savings target on annual ICT spend, rationalise down the number of applications in use, improve governance and gatekeeping whilst at the same time develop and improve existing ICT capabilities, extract better value from and make better use of ICT investments made to date and exploit what we have got.

The missing piece of the strategy is to understand in enough detail how we expect Council service delivery models to evolve over the medium term. We need to clarify better the role ICT can play in supporting services and in this, ensure that any future investment in IT meets services objectives.

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