

ICT SERVICE PLAN

<p>1. Service Definition:</p>	<p>The service focuses on leveraging the maximum benefits from our ICT investment and ensuring that we have a sound ICT infrastructure in place to support the Council’s strategic and service priorities. The service provides procurement of systems/services, provision of equipment, such as desktop PCs desktop, laptops and smartphones, implementation of solutions, compliance, application and infrastructure support.</p>
<p>2. Service Resources:</p>	<p>Service Resources: 47.3 FTE Budget: Capital £350k Budget: Revenue: £3,929k</p>

<p>3. What have we identified for improvement in 2024-25</p>	<p>What evidence did we use to identify this improvement? Please add benchmark information wherever available and relevant to the improvement.</p>
<p>Transformation of Council services</p>	<p>Corporate Plan 2024-2029 Best Value Assurance Report 2024 ICT & Digital Strategy 2023-2026 Improvement and Modernisation Programme Education ICT Strategy ICT Security Policy National direction for ICT National Cyber Resilience programmes and lessons learned</p>
<p>Business Intelligence and Insight</p>	
<p>Digital Culture</p>	
<p>Assurance</p>	
<p>Future Advancement Planning</p>	

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4. Strategic Outcome or Priority	Action	Planned Outcome	Outcome measures	Completion target	Lead	Priority Rating (1 high 3 low and 4 for ongoing, 5 for on hold)
(CP) Strategic Framework: Financial, Workforce, Digital, Transformation Strategies. Performance Management Framework	<p>Develop and expand the Council’s digital approach including potential use of AI, IoT and data (e.g. Power BI), also using the Digital Maturity Assessment to facilitate collaboration with shared best practice.</p> <p>Increase the pace of change by contributing to the implementation of the Transformation Strategy projects e.g. digitisation, digitalisation, LEAN in planned programme of work, ensuring un-resourced areas of digital expansion are clearly highlighted at early stage in design and planning.</p>	<p>Expansion and enhancement of the use of digital technologies across services to improve the efficient and effective delivery of services and ways of working</p> <p>Project success rate maximised through sufficient capacity without detracting from business as usual</p>	<p>Increased number of users of additional online services</p> <p>Increased use of digital technology for advancement of learning and teaching</p> <p>10% increased use of digital technologies in key strategic projects</p>	<p>Mar 2026</p> <p>Mar 2027 or as confirmed by Education Digital work</p> <p>Mar 2026 or as confirmed per project</p>	Information Systems Mgr	1
(CP) Strategic Framework: Financial, Workforce, Digital, Transformation Strategies. Performance Management Framework	<p>Develop a data approach to enhance the value of data through robust, open and transparent access and that forms the basis of a foundation that supports key corporate priorities e.g. Transformation through the use of e.g. data analytics, Power BI</p>	<p>Data and information is held, accessed and made available to improve understanding and better inform decisions in a safe and lawful way.</p>	<p>Develop and implement a corporate a data strategy and plan for big data to connect data, develop analytics to inform and drive service efficiency</p>	March 2026	Information Systems Mgr	1

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(CP) Strategic Framework: Financial, Workforce, Digital, Transformation Strategies. Performance Management Framework	Support and contribute to development of Education ICT Strategy that ensures readiness for future digital development that enhances learning and teaching including the potential as well as the possible impact of developing technologies such as AI	ICT infrastructure has the technology and the capacity required to support future digital development opportunities to facilitate enhanced digital learning and teaching that suits long term educational requirements.	Bandwidth increased across school estate (SWAN 2) Digital learning devices and use of technology increased	Aug 2026/27 (as part of SWAN 2)	ICT Infrastructure Manager	1
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5. Service Level Outcomes or Priorities	Action	Planned Outcome	Outcome Measures	Completion Target	Lead	Priority rating
Transformation	Support the Smarter Working Project Phases with hybrid working established as the norm.	Hybrid working rolled out across satellite properties. Council has the capacity to flex and Contract homeworking in line with the organisational, national and regional requirements	All eligible satellite properties equipped to support hybrid working.	March 2025	Infrastructure Mgr	2
Service Development	Support services to fully utilise systems and platforms to enhance service delivery to the public e.g. Gladstone in Sport and Leisure, Spydus in Libraries, Lagan (Customer Services).	Service specific systems are fully functional and downtime is minimised. Enhancements and upgrades are supported.	% of downtime is reduced. Enhancements and upgrades are completed within prescribed timescales per system.	March 2027 (or per contractual requirements)	Information Systems Mgr	1

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Assurance	Cyber Resilience - Implement enhanced measures to manage cyber security and resilience risks	Implementation of Cyber Resilience Plan completed. Business Continuity Plans / work for corporate and service cyber resilience completed.	Plan implemented for enhanced risk-based approach. 80% of online workforce completed e-learning modules Improved self-assessment tool ratings including certifications (e.g. PSN Accreditation, Cyber Essentials/Plus) Reduced number of high risk actions arising from annual health IT health check	March 2025	Infrastructure Mgr	1
Forward Planning	Identify, plan, schedule and support large scale corporate system replacements	Corporate system replacements (Lagan, Care First, Content Management System) are replaced efficiently and timeously in accordance with agreed council procedures.	Systems replaced within scheduled timeframes Compliance with procurement procedures and due technical diligence	March 2025 or as confirmed per project	Information Sys Mgr	2

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Best Value Actions	Implement ICT and digital related actions contained within the Best Value Plan in accordance with agreed timescales	Resilience plans in place for information systems as part of wider Digital/Resilience Strategy	Complete implementation of Cyber Resilience Plan Complete Business Continuity Plans/work for corporate and cyber resilience	Mar 2026	H/HR and ICT Infrastructure Manager/Information Security Officer	1
Continuous Improvement	Undertake self-evaluation e.g. PSIF to measure and evidence continuous improvement	Assurance of continuous improvement that demonstrates Best Value	PSIF complete and reported with clear actions where required	Dec 2024	H/HR, ICT & OD	2
Health and Wellbeing	Ensure revised operational implementation of absence management procedures are applied by managers	Absence is managed effectively and levels of absence are reduced efficiently and timeously	Reduction in number of days absence per employee	March 2025	HOS and Service Managers	2