

## Service Plan Template

<b>1. Service Definition:</b> 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.						
<b>2. Service Resources: 45 FTE</b> (figures as of 31/03/2019) <b>Budget: Capital £000: 1,286 Revenue £000: 2,674</b>						
<b>3. What have we identified for improvement in 2019/20?</b>		<b>What evidence did we use to identify this improvement? Please add benchmark information wherever available and relevant to the improvement.</b>				
Transformation of council services		Corporate plan – Work towards a financially stable council that provides valued services to our communities ICT & Digital Strategy Improvement and Modernisation Programme Strategy for use of ICT in schools Emerging national direction for ICT				
Decision support solutions						
Legislative compliance						
Forward planning						
<b>4. Strategic Outcome or Priority</b>	<b>Action</b>	<b>Planned Outcome</b>	<b>Outcome measures</b>	<b>Completion target</b>	<b>Lead</b>	<b>Priority Rating</b> (1 high 3 low and 4 for ongoing, 5 for on hold?)
Corp Plan: Sustainable council	4.1 Transformation - Expand and enhance the provision of flexible and mobile working within the council.	Flexible workstyles reviewed and criteria set for establishing the device allocation to maximise efficiencies arising from flexible and mobile working across council services including the potential for property rationalisation.	a) Increased number of staff utilising virtual desktops b) Increased number of flexible working staff c) Reduction in number of fixed workstation requirements.	Mar 2020	IS MGR (DM)	1
Corp Plan: Sustainable council	4.2 Transformation - Establish a digital culture within the council.	Adopt a recognised standard for essential digital skills and make training material available to staff.	a) Staff survey reporting increased confidence in the technology they are asked to use.	Sep 2020	TL (AD)	1

Appendix 3

Corp Plan: Sustainable council	4.3 Transformation - Provide shared access to systems for Integrated Health and Social Care	IHSC staff can access prioritised systems	a) Agreed list of systems accessible to IHSC staff regardless of network.	Mar 2020	TL (MA)	1
Corp Plan: Sustainable council	4.4 Transformation - Extend the availability of online services available to the parents of school children and provide a single view of their transactions with the council via the customer portal.	Implementation of online services for parents	Demonstrate an increased use of the following online services a) Absence reporting b) report cards c) Annual data checks d) Parents evening bookings e) Subject choices	Aug 2020	TL (AD)	1
Corp Plan: Sustainable council	4.5 Transformation - Extend the availability of online services available to Integrated Children's Services and provide improved access to services via the council web site and customer portal.	Implementation of online services for staff and clients to deliver improved outcomes	a) Demonstrate a shift of from face to face to telephone and online b) Reduce the volume of white mail c) Reduce the travel costs associated with staff meetings and client visits d) Consistent approach across the service area e) 24/7 access to services where possible	Sep 2020	TL (AD)	1
Corp Plan: Sustainable council	4.6 Transformation – Implementation and promotion of Video Conferencing	Staff have easy access to video conferencing and use of this technology increases.	a) Infrastructure reviewed b) Documentation and promotional material produced c) Baseline established for measuring increased use	Feb 2020	TL (MA)	1
Corp Plan: Sustainable council	4.7 Forward planning – Schools strategy development	Strategy prepared defining how the use of ICT will deliver improvements within schools.	a) Documented aims, objectives, investment requirements and benefits from the use of	Mar 2020	INF MGR (GC)	1

5. Service Level Outcomes or Priorities	Action	Planned Outcome	Outcome Measures	Completion Target	Lead	Priority rating
Transformation	5.1 - Further develop the intranet to provide secure access to all staff and to promote the intranet as a staff engagement vehicle.	Improved intranet facility with a clear focus on corporate communication that support the council's culture and the employee	<ul style="list-style-type: none"> <li>a) Provide secure access to interchange for all staff and underlying content</li> <li>b) Noticeboard functionality opened up to all council staff</li> <li>c) All staff have the facility to subscribe to alerts for council services</li> </ul>	Jan 2020	TL (MG)	1
Transformation	5.2 - Schools infrastructure roll out.	To ensure technology is available to suit long term educational requirements. (Year 4 of a 5 year programme.)	<ul style="list-style-type: none"> <li>a) 115 Interactive panels</li> <li>b) 87 wireless aerials</li> </ul>	Dec 2019	INF MGR (GC)	1
Decision support	5.3 – Introduce new data dashboards to provide visual representation of management information	Improved access to accurate and timely information to enable informed decision making.	a) A suite of datasets identified for inclusion within a digital dashboard environment	Jan 2021	TL (MG)	2
Decision support	5.4 – Introduce automated system monitoring arrangements for our online services	Monitoring tools installed and configured to monitor customer service solutions to deliver regular performance reports and major system alerts.	<ul style="list-style-type: none"> <li>a) Daily reports produced.</li> <li>b) Alerts for major performance issues</li> </ul>	Oct 2021	TL (MG)	2
Compliance	5.5 – Review ICT security policy	ICT infrastructure and systems are secure and meet the required accreditation standards.	<ul style="list-style-type: none"> <li>a) Gaps in current policy identified</li> <li>b) ICT Security Policy Updated</li> </ul>	Mar 2020	TL (MA)	1

Appendix 3

Compliance	5.6 – Upgrade the Microsoft Windows operating system and office productivity toolset.	Migration to Microsoft Windows 10 and Office 2016 to meet required accreditation standards.	a) All Microsoft windows devices have been configured and migrated:  - 1500 Corporate devices - 4500 Education devices	Jan 2020	IS MGR (DM)	1
Compliance	5.7 – Review our business continuity arrangements to mitigate against potential risk to position the council to deliver essential functions in the event of a disaster.	Development of a business continuity plan to ensure that services continue to operate during emergencies or disasters.	a) Business continuity plan documented.	Nov 2019	INF MGR (GC)	1
Compliance	5.8 – Update web site design to ensure they meet accessibility standards	Web sites managed by the ICT Service meet accessibility standards and compliance achieved.	a) 100% of all web sites meet the accessibility standard	Sep 2020	TL (MG)	1
Compliance	5.9 – Cyber resilience	Implement measures to ensure the Council achieves Cyber essentials plus accreditation for the corporate network and Cyber essentials for the schools network.	a) Cyber essentials plus accreditation achieved for corporate network b) Cyber essentials achieved for schools network.	Nov 2020	TL (MA)	1
Compliance	5.10 – Telephony and Contact Centre system upgrade	Implement new telephony and Contact Centre solution to address end of life support issues and to ensure that the solution meets the required accreditation standards.	a) Phase 1 - Core telephony and Contact Centre solution implemented. b) Phase 2 telephony systems implemented.	Mar 2021	TL (MA)	1
Forward planning	5.11 - Consider the potential for the Internet of Things to deliver improvements to service delivery and efficiencies.	Benefits of implementing solutions based on the Internet of Things identified and incorporated into forward plans.	a) Development of a business case for the adoption of Internet of Things.	Oct 2020	TL (GS)	3

Appendix 3

Forward planning	5.12 – Investigate options to deliver efficiencies through the adoption of “cloud” / “online” services where they comply with PSN requirements, provide cost effective solutions and do not introduce unnecessary risk to the operation of the council	Benefits of adopting cloud based solutions are identified and incorporated into forward plans.	a) Development of cloud assessment / readiness document.	Mar 2020	TL (MA)	3
Forward planning	5.13 – Content management system review	Feasibility study conducted into the options available for replacing our Web Content Management System.	a) Development of a business case for the replacement of our web content management solution.	Oct 2020	TL (MG)	3
Forward planning	5.14 – Office 365 review	Feasibility study conducted into the use of Office 365.	a) Development of a business case for the potential deployment of Office 365.	Jun 2020	INF MGR (GC)	2
Forward planning	5.15 – Review of Artificial Intelligence	Feasibility study conducted into the potential for Artificial Intelligence to be used in the council.	a) Development of a business case exploring the potential adoption of artificial intelligences.	Mar 2021	TL (GS)	3
Forward planning	5.16 – Review of Chatbot technology	Feasibility study conducted into the use of chatbots	a) Development of a business case exploring the potential adoption of chatbots.	Mar 2021	TL (MG)	3
Forward planning	5.17 – Deliver the ICT action plans	Manage the Infrastructure and Information systems projects	b) Complete the information system requests c) Complete the infrastructure enhancements	Mar 2021	IS MGR (DM)/ INF MGR (GC)	4