

Action Required	Planned Outcome	Completion target	Lead	Priority Rating (1 high 3 low and 4 for ongoing, 5 for on hold)
Transformation of Council Services				
1.1 Expand and enhance the provision of flexible and mobile working within the council.	Flexible by default approach established as the norm. Council has the capacity to flex and contract homeworking in line with organisational, national and regional requirements. <u>Measures:</u> a) 80% office based staff utilising mobile devices b) 80% office based staff working flexibly c) Reduction in number of fixed workstation requirements.	Feb 2021	IS MGR (DM)	1
1.2 Establish a digital culture within the council.	Staff are digitally knowledgeable and confident with internal electronic systems, digital services to the community and online security. <u>Measures:</u> Staff survey reporting increased confidence in the technology they are asked to use. 10% reduction in ICT Service desk calls for user support by Mar 2021 30% reduction in ICT Service desk calls for user support by Nov 2021 Champions programme implemented Mar 2021 Positive evaluation of Champions programme	Mar 2022	TL (AD)	2
1.3 Provide shared access to systems for Integrated Health and Social Care	IHSC staff can access prioritised systems. (This may be dependent upon the COVID-19 recovery work) <u>Measures:</u> Agreed list of systems to be accessible to IHSC staff regardless of network.	Mar 2021	TL (MA)	3
1.4 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 or parents able to access increased range of online services for school related activities <u>Measures:</u> Demonstrate an increased use of the following online services a) Absence reporting b) View attendance c) View timetable d) Report cards e) Annual data checks f) Parents evening bookings	Dec 2020	TL (AD)	1
1.5 Extend the availability of online services available to Children's Social Work 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 <u>Measures:</u> 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	Mar 2021	TL (AD)	1
1.6 Implementation and promotion of Video Conferencing	Staff communicate easily via video conferencing, are skilled in its use and use of this technology increases. <u>Measures:</u> a) Infrastructure reviewed b) Documentation and promotional material produced c) Baseline established for measuring increased use	Dec 2020	TL (MA)	1
1.7 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 supports the council's culture and the employees and provides a useful resource for key business related information within and across services, and contributing to a collaborative style of working <u>Measures:</u> Noticeboard functionality opened up to all council staff b) All staff have the facility to subscribe to alerts for council services c) Use of service pages increases (i.e. number of hits, length of time spent on each page) d) Collaborative space developed and used e.g. communities of practice e) Promotional campaign developed and implemented	Oct 2021	TL (MG)	2
1.8 Schools infrastructure roll out.	To ensure technology is available to suit long term educational requirements. (Year 4 of a 5 year programme.) <u>Measures:</u> Remaining schools fitted with interactive panels	Oct 2021	INF MGR (GC)	3

	b) wireless aerials installed, if deemed appropriate			
Decision Support				
2.1 Introduce new data dashboards to provide visual representation of management information	Improved access to accurate and timely information to enable informed decision making. <u>Measures:</u> A suite of datasets identified for inclusion within a digital dashboard environment	Jan 2022	TL (MG)	3
2.2 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. <u>Measures:</u> a) Daily reports produced. Alerts for major performance issues	Oct 2021	TL (MG)	3
Compliance				
3.1 Review ICT security policy	ICT infrastructure and systems are secure and meet the required accreditation standards. <u>Measures:</u> a) Gaps in current policy identified b) ICT Security Policy Updated	Mar 2021	TL (MA)	2
3.2 Upgrade the Microsoft Windows operating system and office productivity toolset.	Migration to Microsoft Windows 10 and Office 2016 to meet required accreditation standards. <u>Measures:</u> a) All Microsoft windows devices have been configured and migrated: - 1500 Corporate devices - 4500 Education devices (Removal of devices within schools which can not be migrated to Windows 10)	Dec 2020	IS MGR (DM)	4
3.3 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. <u>Measures:</u> Business continuity plan documented.	Dec 2020	INF MGR (GC)	3
3.4 Update web site design to ensure they meet accessibility standards	Web sites managed by the ICT Service meet accessibility standards and compliance achieved. <u>Measures:</u> 100% of all web sites included in scope meet the accessibility standard	Sep 2020	TL (MG)	4
3.5 Cyber resilience	Implement measures to ensure the Council achieves Cyber essentials plus accreditation for the corporate network and Cyber essentials for the schools network. <u>Measures:</u> a) Cyber essentials plus accreditation achieved for corporate network b) Cyber essentials achieved for schools network.	Jan 2021 Nov 2021	TL (MA)	2
3.6 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. <u>Measures:</u> a) Phase 1 - Core telephony and Contact Centre solution implemented. b) Phase 2 telephony systems implemented.	Jun 2021	TL (MA)	2
Forward Planning				
4.1 Schools strategy development	Council has a clear strategy defining how the use of ICT will deliver improvements within schools. <u>Measures:</u> Documented aims, objectives, investment requirements and benefits from the use of ICT in the schools environment.	June 2021	INF MGR (GC) IS MGR (DM)	1