

## COVID REVISED SERVICE PLAN

<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:</b>	<b>Service Resources: 45 FTE (</b> <b>Budget: Capital £000:</b> core ICT Programme £1,560m, SG digital Inclusion £418,000 and Desktop Estate Provision £436,000 including £100k for support tools) <b>Revenue £000: 3232 gross</b>

3. What have we identified for improvement in {Financial Year}?			Recovery & Renewal (tick if app)	What evidence did we use to identify this improvement? Please add benchmark information wherever available and relevant to the improvement.			
1. Transformation of Council Services			<input checked="" type="checkbox"/>	Best Value Audit Review Corporate plan – Work towards a financially stable council that provides valued services to our communities ICT & Digital Strategy Response and recovery strategic framework Improvement and Modernisation Programme Strategy for use of ICT in schools Emerging national direction for ICT			
2. Decision Support Solutions			✓				
3. Legislative Compliance			✓				
4. Forward Planning			✓				
4. Strategic Outcome or Priority	Action	Planned Outcome	Recovery & Renewal	Outcome measures	Completion target	Lead	Priority Rating (1 high 3 low and 4 for ongoing, 5 for on hold?)
Corp Plan: Sustainable council	Modernisation and Improvement: Developing digital services  – review, develop and implement ICT and Digital Strategy	ICT strategy set in context to take account of council priorities and requirements		ICT Strategy approved Progress per ICT action plan	April 2022	H/HR, ICT &OD	2
	- 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		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
	- 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		a) Demonstrate a channel 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	Mar 2021	TL (AD)	1

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				24/7 access to services where possible			
5. Service Level Outcomes or Priorities	Action	Planned Outcome	Recovery & Renewal	Outcome Measures	Completion Target	Lead	Priority rating
Compliance	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.	Jan 2021  Nov 2021	TL (MA)	2
Corp Plan: Sustainable council	Developing digital services - 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.		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 a) Positive evaluation of Champions programme	Mar 2022	TL (AD)	2
Corp Plan: Sustainable council RRSF: New Environment/Infrastructure strategic change	Transformation - 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.	The benefits of initiatives and developments created in the response phase are embedded in resilient service delivery in the "new normal"	b) 80% office based staff utilising mobile devices c) 80% office based staff working flexibly d) Reduction in number of fixed workstation requirements.	Feb 2021	IS MGR (DM)	1
Corp Plan: Sustainable council RRSF: New Environment/Infrastructure strategic change	Transformation – Implementation and promotion of Video Conferencing	Staff communicate easily via video conferencing, are skilled in its use and use of this technology increases.	The benefits of initiatives and developments created in the response phase are embedded in resilient service delivery in the "new normal"	a) Infrastructure reviewed b) Documentation and promotional material produced c) Baseline established for measuring increased use	Dec 2020	TL (MA)	1
Corp Plan: Sustainable council RRSF: New Environment/Infrastructure strategic change	Forward planning – Schools strategy development	Council has a clear strategy defining how the use of ICT will deliver improvements within schools.	The benefits of initiatives and developments created in the response phase are embedded in resilient service delivery in the "new normal"	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

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6. New – Recovery & Renewal Outcomes	Action	Planned Outcome	Recovery & Renewal	Outcome Measures	Completion Target	Lead	Priority rating
No new COVID related work identified although increased requirement for online forms, pilots within Education and improved method of monitoring staff at work through Trace and Protect system			Choose an item.				