

## COVID REVISED SERVICE PLAN

### Appendix 1a

<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: 51 FTE</b> (4 x Temp – 2 x 2 year, 2 x 1 year) <b>Budget: Capital £000: £553k Revenue: £3266k and additional 386k from Committee Report on ICT Resources:</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	✓	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	✓	

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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?)
(CP) A Sustainable Council: that provides valued services to our communities	Modernisation and Improvement: Developing digital services  - Review, develop and implement ICT Digital Strategy	ICT Strategy set in context to take account of council priorities and requirements	Choose an item.	ICT Strategy approved  Progress per ICT action plan	April 2023	H/HR, ICT & OD	2
	- Support Education to increase uptake and usage to make the Parents Portal the standard solution.	Parents Portal become standard solution for parents to access online services for school related activities		Support Education to 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	March 2023	Info Systems Mgr	2

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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?)
	Extend the availability of online services with greatest scope for efficiency, including Children's Social Work Services and provide improved access to services via the council web site	Implementation of online services for staff and clients to deliver improved outcomes		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	March 2023	Info Systems Mgr	2

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5. Service Level Outcomes or Priorities	Action	Planned Outcome	Recovery & Renewal	Outcome Measures	Completion Target	Lead	Priority rating
<b>Compliance</b>	Cyber Resilience - accreditations	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	March 2023	TL (MA)	1
				b) Cyber essentials achieved for schools network.	March 2023	TL (MA)	1
	Cyber Resilience – monitoring	Enhanced monitoring arrangements explored and options for improvements identified		SMART Plan developed and implemented for enhanced risk based approach	March 2023	Infr Mgr and TL (MA)	1
	Cyber Resilience – Awareness Raising	Improved awareness of cyber security and resilience risks in online workforce	Choose an item.	80% of online workforce completed e-learning modules  Phishing campaign completed with subsequent direction to learning where required	March 2023	Infr Mgr and TL (MA) with ODM	2

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5. Service Level Outcomes or Priorities	Action	Planned Outcome	Recovery & Renewal	Outcome Measures	Completion Target	Lead	Priority rating
<p>CP: Sustainable Council</p> <p>RRSF: New environment/infrastructure strategic change</p>	<p>Transformation: Expand and enhance the provision of flexible and mobile working within the council</p>	<p>Hybrid working established as the norm.</p> <p>Council has the capacity to flex and contract homeworking in line with the organisational, national and regional requirements</p>	<p>The benefits of initiatives and developments created in the response phase are embedded in resilient service delivery in the “new normal”</p>	<p>a) 80% office based staff utilising mobile devices</p> <p>b) 80% office based staff working flexibly</p> <p>c) Reduction in number of fixed workstation requirements.</p>	<p>March 2023</p>	<p>Infr Mgr (GC)</p>	<p>1</p>
	<p>Transformation: M365 developed and implemented</p>	<p>Collaborative working fully facilitated through implementation of M365</p>	<p>The benefits of initiatives and developments created in the response phase are embedded in resilient service delivery in the “new normal”</p>	<p>a) 90% online staff with access to M365 suite</p> <p>b) 90% online staff using M365 suite</p> <p>c) Increase in number of staff that feel they have the communication tools they require for hybrid working</p>	<p>March 2024</p>	<p>Info Systems Mgr</p>	<p>2</p>

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5. Service Level Outcomes or Priorities	Action	Planned Outcome	Recovery & Renewal	Outcome Measures	Completion Target	Lead	Priority rating
	Forward Planning – schools digital strategy	Council has a clear strategy defining how the use of ICT will help 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 and in support of specific improvement and modernisation projects			
Workforce Development to meet demands and deliver priorities	The service improves the ERDP experience and holds accurate records, including continuous professional development (CPD) - from mandatory training through to service and job specific learning.	Staff are safe and competent in their roles as a result of taking part in regular and appropriate continuous professional development opportunities, including digital and customer skills	Choose an item.	Evidence that all staff have undertaken mandatory training.  Number of ERDPs completed 100% of ERDPs carried out within timescale  % staff completing Customer Excellence e-learning module or digital standard training that could give % of – think could develop this	March 2023 (and reviewed annually)  March 2023 (measured quarterly)  March 2023 (measured quarterly)	HoS	2

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5. Service Level Outcomes or Priorities	Action	Planned Outcome	Recovery & Renewal	Outcome Measures	Completion Target	Lead	Priority rating
				into something more relevant once the SCVO digital skills survey results are back in?			
			Choose an item.				

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6. New – Recovery & Renewal Outcomes	Action	Planned Outcome	Recovery & Renewal	Outcome Measures	Completion Target	Lead	Priority rating
			Choose an item.				
			Choose an item.				
			Choose an item.				
			Choose an item.				
			Choose an item.				