

<b>Briefing Note of:</b>	<b>Head of Technology</b>
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**CUSTOMERS & CORPORATE SCRUTINY COMMITTEE**  
**4 APRIL 2016**  
**TECHNOLOGY STRATEGY**

**1 Purpose of Briefing note**

- 1.1 The purpose of this briefing note is to inform members of the progress to the Technology Strategy document and give a representation of the eventual contents.

**2 Key Issues**

- 2.1 The Technology Strategy currently is about 80% complete in terms of its first draft. The draft document will be circulated to the Leadership team, other officers of the council and the trade unions for initial consultation and feedback.
- 2.2 The strategy will consist of an approach to utilising the available and affordable technology to achieve the objectives of the council. It is intended that the document will be sufficiently flexible to allow the use of new, emerging and existing technologies.
- 2.3 The Technology service is a shared service with Stafford Borough Council and this presents various advantages for cost savings and resilience. It is intended that the strategy will ensure that these continue to be maximised.
- 2.4 This strategy will need to be closely aligned with the needs of the service areas and their aspirations for cost control, mobile working, customer contact and other efficiencies.
- 2.5 The strategy will aim to be compatible with any current and new requirements of the public. This is expected to be addressed through the next version of the Customer Contact Strategy.

**3 Detail**

- 3.1 The Strategy has been held up while there was a procurement of the Councils main storage system. There were two realistic options to fulfil this requirement either of which could have taken our strategy in two different directions. The two options were to hold all of our key data in a remote server known as a 'Cloud'

solution or hold the data in a more traditional array of computer disk within the Civic centre. After an extensive procurement process it became clear that the traditional approach was the least cost and also more resilient. The strategy therefore will be largely based on this approach but with options to utilise 'Cloud' solutions where appropriate.

3.2 The paragraphs below are extracts from the draft strategy to illustrate its structure.

3.3 The items of the strategy can be grouped around 5 themes. The themes are –

- Support for Transformation.
- Efficiency
- Green Technologies
- Governance
- Security of Data

3.4. Support for Transformation. The Shared Technology Service Business Case foresaw that a Shared Technology Service was a necessary precursor to subsequent delivery of further shared service initiatives and future service developments. Based on this the Shared Technology Service will actively seek to assist in any transformational change that either Council singly or jointly approve.

3.5 Efficiency. The service will seek to achieve efficiency savings that will both improve the quality and usability of the current systems. This would include the ability of the systems to integrate with each other, share data and enable easy access to multiple systems. These improvements will not be confined to items that fall within the internal budget of the shared service but to the councils as a whole.

3.6 Green Technologies. Where appropriate the service will advise on the introduction of technologies that are able to save on:

- The building's power consumption.
- Travel to and from work
- Travel between sites.
- Reduction in the use of Paper
- Reduction in the amount of Technology related consumables e.g. Ink cartridges, disks etc.

3.7 Governance. It is essential that the Shared Technology Service remains responsive to the individual requirements of each service whether they are part of a shared service programme or not. This theme will attempt to address the issue of contact and feedback with each Service and Section to ensure that accurate information is gathered about the current service provided and the plans and aspirations of each section for the future. This will be essential in

building the service plan but may also have benefits where some synergy exists between the requirements of unconnected internal services.

- 3.8 Security of Data. Over the last 3 years the technology infrastructure has changed significantly. It is expected that the pace of change in this environment will not reduce over the next 5 years. The amount of sensitive data will increase as will the methods by which it can be accessed. The council will need robust policies and procedures put in place to protect the data.

The protection of the data is paramount but there should be a balance between security and usability so as not to prevent the use of partnership working, remote access from homes, mobile access and web forms. In each of these cases a careful risk analysis needs to be carried out to the satisfaction of the data owner.

- 3.9 Other key areas that will be addressed within the Strategy:

- Mapping
- Storage of Data including video and audio
- Business Continuity
- Procurement
- Monitoring
- Performance
- Infrastructure
- Mobile
- Channels of communication
- Monitoring
- Interfaces & Integration

**Background Papers**

None