

REPORT FROM: HEAD OF IT

TO: EXECUTIVE

DATE: 21st SEPTEMBER, 2017

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IT STRATEGY 2017-2019

PURPOSE OF REPORT

To consider IT delivery over the next 3 years.

RECOMMENDATION

That the IT Strategy for 2017-19 be approved.

REASONS FOR RECOMMENDATION

IT is an enabler for services to deliver efficient and effective services to citizens. It is important that Service plans and the council's strategic direction drives the requirements of the IT strategy to ensure service requirements are met. The following shows the key objectives within the strategy:-

- (1) Have the right IT solutions in place to enable citizens to move to 65% fully digital within the next 5 years
- (2) Work with our neighboring authorities and public sector partners to look at opportunities for shared services, to enabling sharing of infrastructure and systems
- (3) Look at the opportunities of cloud based technologies when exploring options with 3rd party suppliers, to reduce cost and improve resilience
- (4) Enable effective mobile working for officers from various applications
- (5) To improve IT BC/DR resilience to reduce current lead in times for re-instatement of services
- (6) Ensure system compliance with the new General Data Protection Regulations (GDPR) and other regulatory standards such as PCIDSS (Payment card industry data security standard) and PSN (public services network)

ISSUE

Pendle has just entered a new contract extension with Liberata limited as their IT service provider until 2030/31, so it is clearly important to ensure that council priorities and requirements are understood and are reflected accordingly within the IT Strategy. Failure to agree an IT strategy can lead to conflicting priorities, poor IT procurement and an uncertainty of how IT can support services in the future.

IMPLICATIONS

Policy: There will be some amendments required to some existing council IT policies and there will be a requirement to develop others such as (MDM) Mobile device management

Financial: For 2017/18 the provisional costs have been identified. However, IT costs are currently volatile due to the weakness of the British Pound (£)

Legal: Part of the requirement within the strategy is to maintain compliance with PCIDSS and GDPR

Risk Management: IT is critical to the delivery of services, so an element of the strategy looks at how IT risk within the strategic risk register can be minimized through improving BC/DR

Health and Safety: None arising directly from this report

Sustainability: None arising directly from this report

Community Safety: None arising directly from this report

Equality and Diversity: None arising directly from this report

APPENDICES

IT Strategy Pendle 2017 to 2019

LIST OF BACKGROUND PAPERS