

Report to: Overview and Scrutiny Committee

Date of meeting: 16 November 2022

Report author: Associate Director ICT and Shared Services

Title: ICT Strategy: Development progress and direction

1.0 Summary

- 1.1 The Shared ICT Service, initially established in 2009 provides a single service to both WBC and TRDC, although some facilities are kept separate, where requirements dictate. There is a single common ICT organisation, which is managed by WBC as the Lead Authority and a single Service Desk. This delivery model enables economies of scale, for example Watford provides disaster recovery for Three Rivers and vice versa, instead of each council needing to purchase its own secondary data centre.
- 1.2 The ICT service has responsibility for:
- Security and all aspects of cybersecurity, including proactive and reactive response
 - Networks, including the internet and telephony
 - Servers and other computer infrastructure, virtual and physical
 - Desktop computers and devices attached to those computers and the network (such as printers and scanners)
 - Mobile devices that attach to council networks
 - Providing email, office, and electronic file storage services
 - The environment within which applications reside (anything associated with the business application e.g., user training, contract management is the responsibility of the service that use them)
- 1.3 The ICT service is a key enabler of several Council strategies, including the Council plan, Customer Experience Strategy, Qlik strategy
- 1.4 An ICT Strategy was developed in 17/18, supported by the ICT Strategy Board, which comprises of Officers at each Council, the WBC ICT Portfolio Holder and their counterpart at TRDC. This is now due to be refreshed in line with the revised Council plan.

1.5 The Overview and Scrutiny committee meeting on the 16 November is intended to provide an overview of the progress in the development and direction of the ICT strategy, which will be delivered via a powerpoint presentation.

2.0 ICT Shared Service Background

2.1.2 The Shared ICT Service, initially established in 2009 provides a single service to both WBC and TRDC, although some facilities are kept separate, where requirements dictate. There is a single common ICT organisation, which is managed by WBC as the Lead Authority and a single Service Desk. This delivery model enables economies of scale, for example Watford provides disaster recovery for Three Rivers and vice versa, instead of each council needing to purchase its own secondary data centre.

2.1.3 In 2013, the ICT Service was outsourced to Capita; however, the contract was terminated early and the service was taken back in-house during 2016. A mixed service delivery model was adopted following the end of the Capita contract, with some functions delivered in-house with others delivered by partners, the most notable of which is the partnership with Amicus ITS, which transitioned to Littlefish in 2021 to deliver service desk and network management functions.

2.1.4 This refreshed strategy builds upon the significant progress which has been made by the ICT Team in improving and advancing the ICT provision at both councils. A notable example of this has been the provision of laptops, Wide Area Network and Unified Communications platform across both councils. This meant that the authorities were in an excellent position to be able to deal with the swift transition to homeworking which was required in March 2020. Current priorities are focussed on the rollout of O365, which directly supports the council's ambition to welcome innovation, technology, and new ways of working, such as exploration of BYOD (Bring your own Device), to continuously improve.

3 Outline: ICT Strategy to 2026

3.1 The ICT strategy development presentation will run through:

- A brief overview of the service structure
- Process undertaken to engage with services to date
- Current service position, including key achievements from the previous strategy

- Current initiatives underway
- Proposed vision, strategic principles, aims and objectives and links through to initiatives and opportunities through to 2026
- Market trends, including priorities around cyber security
- Governance

Further information:

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