

ICT Steering Group – TERMS OF REFERENCE

1. Introduction:

ICT Services and products are powerful enablers in bringing about the Council's strategic agenda and in helping to deliver efficient and effective council services. To maximise potential benefits, we need to align and prioritise ICT strategies, plans and resources with council corporate and service objectives and priorities

One of the key outcomes of the Actica Infrastructure review May 2011 made the recommendation to establish the Corporate ICT Steering Group (ITSG) to enhance joint planning arrangements between ICT and council services through an improved governance model.

This document describes the current and possible future scope and working arrangements for the corporate ICT steering group

2. Scope:

- Ensure ICT is genuinely business driven and helps deliver corporate and service objectives
- Understand and manage the relationships, risks, dependencies and cross-cutting implications between major ICT projects and programmes and how they relate to council services, improvement programmes and strategic priorities
- To ensure that the Councils make best use of their existing Information Systems and expertise and take a corporate view on a common strategy to encourage harmonisation, avoid duplication and integration / accessibility obstacles and to maximise efficiencies
- Assess the overall priorities and investment requirements of major ICT projects and programmes and make recommendations to the councils
- To communicate the outcomes and decisions made by this group as well as ICT developments to stakeholders and users at both councils.
- Promote team-work and good relations, capture and share best practice, provide a forum for corporate innovation and creativity and celebrate successes

Deliverables:

- To review Capita SIS's performance and progress in relation to the contracted transition/transformation schedule.
- To lead on the development of the ICT strategy.
- To fully evaluate all requests for ICT projects. Consider their impact on the current IT priorities, IT Systems and Operations, their expected benefits in terms of efficiency and cost and agree a timeframe for implementation. Approval would be subject to funding.
- Review and approve Corporate ICT policies and procedures
- Support initiatives to improve Information Security standards and related compliance
- Review Information Security incidents

- Monitor and evaluate IT risks, including business continuity and disaster recovery provision
- Monitor progress of all IT related projects

Membership:

There is representation at a Senior level of both Three Rivers District and Watford Borough Council:

Joanne Wagstaffe	-	Shared Director of Finance
Lesley Palumbo	-	Head of Corporate Strategy and Client Services (WBC) (Chair)
Alan Gough	-	Head of Community and Customer Services (WBC)
Geof Muggeridge	-	Director of Community & Environmental Services (TRDC)
Billy Hall	-	Customer Service Centre Manager (TRDC)
Jane Custance	-	Head of Planning and Development(WBC)
Emma Tiernan	-	ICT Client Manager
Allan Caton	-	ICT Client Manager
Shaun Cornwell	-	Account Director - Capita SIS
Richard Paszkowski	-	Account Manager - Capita SIS
Mike Airey	-	Programme Manager - Capita SIS
Jerry Fairgrieve	-	Service Delivery Manager - Capita SIS

Operating Arrangements:

- Meetings every 5 to 6 weeks – Agenda is separated between Council and Capita SIS business
- Reports (ICT core message) to TRDC Management Board and WBC Leadership Team
- Project monitoring tool
- Minutes to be published – Intranet

Initial Priorities:

The initial priorities for 13/14 & 14/15 are based around

- Development of the W3R Corporate ICT Strategy, including initial technical roadmap
- Capita Contract – Monitoring and effectiveness
- Government directives for PSN (Public Services Network)

Appendix A:

ITSG Governance Model

Reporting Lines:

1. Lesley Palumbo (ITSG Chair)
2. Geof Muggeridge
3. Joanne Wagstaffe
4. ICT Client Managers

