

MID SUFFOLK DISTRICT COUNCIL

TO: Cabinet	REPORT NUMBER: MCa/20/14
FROM: Councillor Suzie Morley, Cabinet Member for Customers, Digital Transformation and Improvement	DATE OF MEETING: 7 th December 2020
OFFICER: Matt Harding – Corporate Manager - ICT	KEY DECISION REF NO. CAB242

ICT STRATEGY

1. PURPOSE OF REPORT

- 1.1 To approve and formally adopt the ICT Strategy and its key principles.
- 1.2 To delegate any minor changes in regards the ICT strategy, to the Assistant Director for Customers, Digital Transformation, and Improvement in consultation with the Cabinet Member.

2. OPTIONS CONSIDERED

- 2.1 To create an ICT strategy that embeds the appropriate framework for ICT developments within Babergh and Mid Suffolk District Councils. A framework that consists of a set of principles and technology design standards to which technology decisions will adhere. An ICT Strategy that can flex and change with both the needs of the business and the changes in available technologies, whilst also looking to leverage existing technology investments.
- 2.2 It is a statutory requirement to report this information to Cabinet, therefore there are no other available options.

3. RECOMMENDATIONS

- 3.1 That the ICT Strategy attached as Appendix A is approved.
- 3.2 That the Assistant Director for Customers, Digital Transformation, and Improvement, in consultation with the Cabinet Member, be delegated the authority to make future minor amendments and updates to the ICT Strategy.

REASON FOR DECISION

To ensure that the Councils', through their adoption of the ICT Strategy:

- Endorses a set of principles by which ICT decisions are undertaken
- Remain flexible by using the most appropriate technologies in the delivery of their business
- Leverages value from their existing technology estate

It is our intention to review this within 3 years and that future iterations of the ICT Strategy will be combined with the Customer Strategy to create one holistic and cogent view.

4. KEY INFORMATION

- 4.1 The need for and adoption of an ICT Strategy is described within the Councils Constitution.
- 4.2 The ICT Strategy focusses on setting the direction of travel, articulating the key principles and design standards.
- 4.3 By focussing on the direction of travel, it allows the technology team to combine with colleagues and partners to define and agree the details in terms of planning and programming of work, as well as the commissioning of work and its delivery.
- 4.4 Taking this approach provides a level of flexibility that is vital to ensuring the Councils' can take advantage of emerging technologies, especially given the pace of technological change.
- 4.5 COVID-19 has already demonstrated that agility of decision making, firmly underpinned by clear principles and standards, is vital to assuring the Councils' ability to respond to unforeseen and unknown impacts. It is likely to remain vital for future, yet to be determined impacts as well.
- 4.6 To note comments from Full Council in relation to the ICT Strategy as can be accessed in both the minutes of Full Council of 26th November and viewed as part of the Livestream. Please see below for an overview of the main themes of these comments:
 - 4.6.1 The ease of use and understanding of ICT is of paramount importance in ensuring take up. Needs to be easy to understand and intuitive.
 - 4.6.2 Access to high quality and stable methods of connectivity is important to our communities and economy.
 - 4.6.3 Data is crucial to ensuring we can evidence what we do and why, but it must be accurate and secure.
 - 4.6.4 Security of our network and systems must always be considered so that residents can be safe in knowledge that their data is secure.
 - 4.6.5 ICT has a large role to play in helping to reduce environmental impacts, but we need to ensure we also monitor the environmental impacts of the ICT itself.
 - 4.6.6 Improving digital skills and access to equipment is really important to ensure equality and opportunity to access, as well as ensuring that the Councils can focus on our more vulnerable customers.

5. LINKS TO CORPORATE PLAN

- 5.1 The principles and design standards described in the ICT Strategy have been developed to ensure that our technologies support the Corporate Plan and all its Priorities.
- 5.2 For instance, the Process principle (automate and accelerate) can be seen to link directly to Customers in terms of end-to-end digitisation of services.
- 5.3 For instance, the Design Standards, specifically Infrastructure Free has a direct and positive impact upon the carbon footprint of our technology provision thus linking closely with our Environment priority.

6. FINANCIAL IMPLICATIONS

- 6.1 All associated actions are within existing Revenue and Capital envelopes.

7. LEGAL IMPLICATIONS

- 7.1 Not Applicable

8. RISK MANAGEMENT

- 8.1 Not Applicable

9. CONSULTATIONS

- 9.1 Not Applicable

10. EQUALITY ANALYSIS

- 10.1 *Awaiting EIA Screening*
- 10.2 *Equality Impact Assessment (EIA) is not required as the strategy itself only provides a framework setting the direction of travel, allowing the technology team to combine with colleagues and partners to define and agree the details in terms of planning and programming of work, as well as the commissioning of work and its delivery. It is these individually commissioned pieces of work that will be subject to, as appropriate, Equality Impact Assessments.*

11. ENVIRONMENTAL IMPLICATIONS

- 11.1 We recognise the positive environmental impacts this strategy can have in supporting reduced travel needs through the provision of online collaboration and because of energy use reduction afforded by moving to cloud provision.
- 11.2 We will continue to monitor and understand the impact this strategy has upon our Carbon commitments.

12. APPENDICES

Title	Location
(a) ICT Strategy	Attached

13. REPORT AUTHORS

13.1 Matthew Harding (Corporate Manager ICT)