

**SERVICE AREA: FINANCE AND CORPORATE RESOURCES**

Report ref	Report title
F&CR-06/07-23	<b>IT Strategy 2006</b>
<p><b>Summary:</b></p> <p>The IT Strategy 2006 outlines the direction of corporate IT in Brent Council though to 2010.</p> <p>The strategy is influenced by four key drivers:</p> <ol style="list-style-type: none"><li>1. The council's corporate strategy and departmental business requirements.</li><li>2. The Cabinet Office "Transformational Government" strategy which describes the Chief Information Officer's vision of the next steps following the e-Government programme. It specifies three key objectives – focus on customer service, the opportunities for shared services and increased IT professionalism. It assumes that IT will play a major role in organisational transformation in central and local government.</li><li>3. Technical IT developments particularly in the areas of the Internet, mobile/remote access to data, convergence of voice and data networks and the continuing threats to information security.</li><li>4. Increasing adoption of professional standards in local government IT – common core competencies, the use of standard methodologies &amp; working practices in service management, project/programme management and information management.</li></ol> <p>The major directions for information technology in Brent Council over the next 4 years will be:</p> <ol style="list-style-type: none"><li>1. Improving levels of support to all service units to provide improved delivery, availability and reliability of IT services.</li><li>2. Integration of customer data to provide a unified view of the citizen (and business) to all service units and front line customer services. This will result in significant improvements in customer service and cost savings across the council.</li><li>3. An increased role for employing IT in business and organisational transformation to realise potential efficiency savings. This will involve greater use of business analysis, process improvement and change management.</li><li>4. A greater emphasis on using IT to assist the efficiency and effectiveness of everyday working practices. This includes improved email and collaboration services, greater use of workflow and document management - placing records online.</li></ol>	

5. Improving levels of support to all service units to provide improved delivery, availability and reliability of IT services.
6. Integration of customer data to provide a unified view of the citizen (and business) to all service units and front line customer services. This will result in significant improvements in customer service and cost savings across the council.
7. An increased role for employing IT in business and organisational transformation to realise potential efficiency savings. This will involve greater use of business analysis, process improvement and change management.
8. A greater emphasis on using IT to assist the efficiency and effectiveness of everyday working practices. This includes improved email and collaboration services, greater use of workflow and document management - placing records online.
9. Development of mobile and remote working. High capacity broadband and wireless facilities will free staff from being tied to specific work locations and allow much greater flexibility in working patterns and office accommodation.
10. Improved IT services provided directly to the citizen. This will transform online contact with the public and move from simple of information provision to fully transactional and interactive services. These will play a key role in developing more cost effective means of service delivery.
11. Provision of an up-to-date, effective, resilient and secure IT infrastructure which will support all the IT needs of the council.
12. Provide connectivity with partner organisations which will facilitate secure electronic communications, data exchange and shared services. Partners will include other local authorities, central government, the police and the NHS.

Reducing the environmental impact of the use of IT - promoting the Green IT Agenda

**Nature of Decision to be taken/Intended Outcome**

Approval of the IT Strategy and the principles associated with the IT budget proposals.

**Timescale for decision:**

11 December Executive

**Contact Details:**

Tony Ellis, Head of IT, ext 1400