ICT Strategy
2019 - 2024
Update Presentation

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Enabling the Corporate Plan

Corporate Objectives

we do the best we can for residents

we work together in a supportive and honest way

Technology is a critical part of our everyday personal and working lives

ICT acts as the catalyst for change in almost everything we do

ICT underpins and enables services and allows for adaptation in a changing world

Digital engagement online cannot be delivered without ICT investment aligned to a strategic plan

Without a significant change ICT will undermine the Council's future plan

Strategy Drives Change

we strive to find the best solutions

we are open to change and doing things differently

our values

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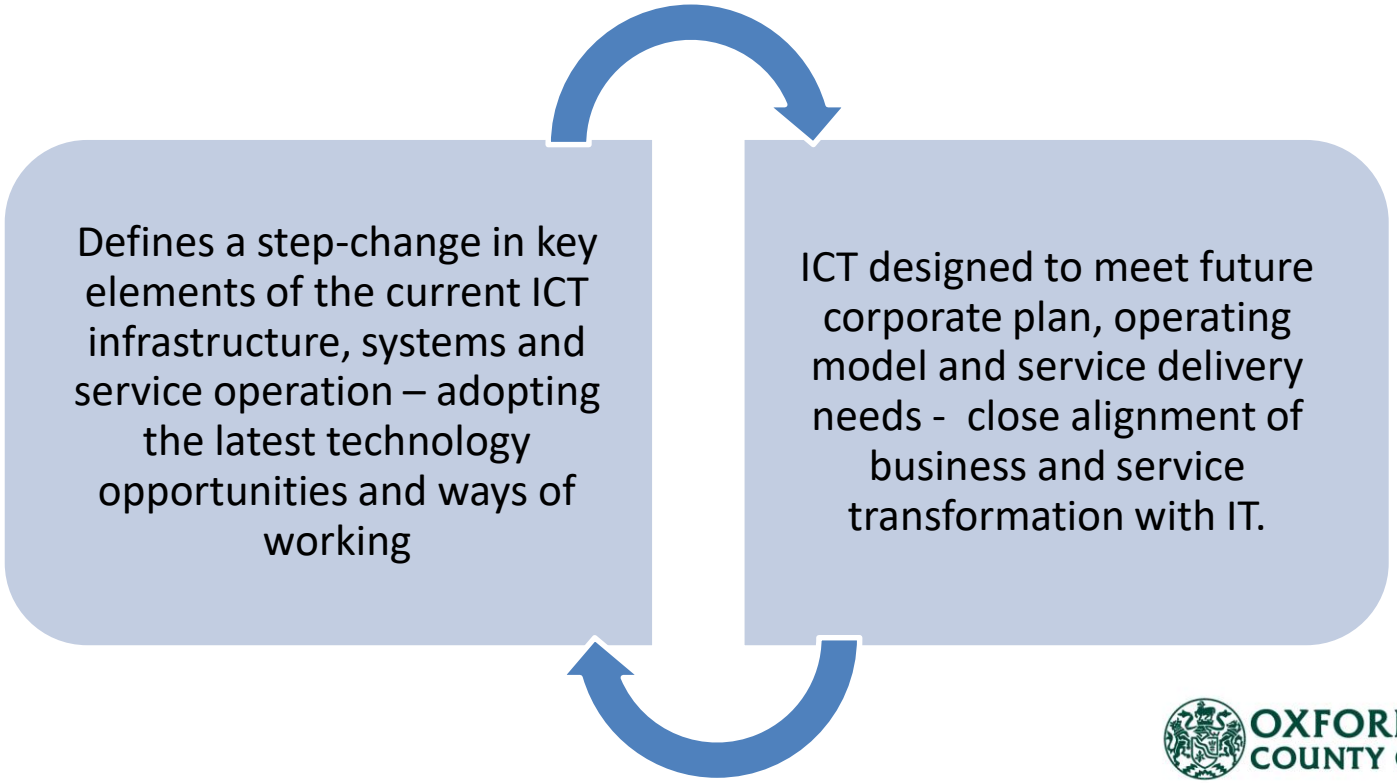
Why do we need an ICT Strategy?

Our ICT Strategy links the technology solutions we deliver and how we work with the business plan and service objectives



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A Vision for ICT

……. To employ technology which enables the cost effective, efficient and adaptable delivery of Council services, places the customer (both internal and external) at the heart of what we do, and ultimately enhances the agenda for thriving communities across Oxfordshire….

Values:

Open to change and adaptable – strive to find the right solutions – transparent and work together – do the best we can for our users

Outcomes:

To establish a modernised, resilient and cost effective ICT to support and enable an effective and fully equipped digital workforce

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Key Themes of the Strategy

Getting the basics right!

- Secure, resilient, simple infrastructure – sound foundations
- IT Service designed to meet the needs of the Council and applying best practice
- Consistent and 'fit for purpose' use of applications - designed around customer and staff needs
- Future-proofed and flexible arrangements
- Consistent application of energy efficient solutions & working practices

Transforming the IT Service!

- Designed around customer, staff and partner needs
- Continuous application of technology and best practice
- Applying industry experience, innovation and adapt quickly
- Strong links between IT and the business – continuous engagement
- Focus on service delivery not housekeeping – sustained improvement
- Invest to run the IT Service at a reducing cost base

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A Recap on Current ICT?

- Struggling to provide a good service
- Not acting as an enabler
- Performance and resilience issues with IT infrastructure
- No fit for purpose Disaster Recovery / Business Continuity
- Not providing value for money
- Not commercial and customer orientated
- Lack of ownership and leadership from within the service

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What are we covering in the ICT Strategy?

Assessment of Current Technology Standards, Skill Sets & Future Fit

Technology Visioning / Market Trends / Future Gazing / Government Sector

Digital Transformation Alignment / User Computing / Citizen Engagement

Data Centre Provisioning / Hybrid Delivery Options			Infrastructure Solutions			Unified Communications				Cloud Solutions	
Virtual-isation	Data Storage	Backups	Wide Are Network (MPLS)	Local Area Network	WiFi	Voice	Unified Messag-ing	Conferen-cing / Video	Mobility	Applica-tions Portfolio	Technol-ogy Service Offerings (i.e. SaaS)

IT Service Re-Development | Governance & Operational Running | Commissioning & Sourcing

Capabilities, Culture, Values and Guiding Principles | Quality Standards, Security & Information Management | Partner Engagements, Shared ICT & Services

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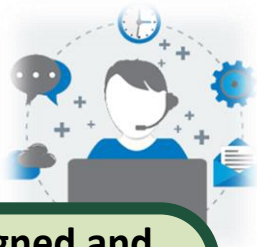
Key findings so far?

Data centre refresh / backups migration to Cloud will reduce costs & strengthen resilience

Potential for consolidation and streamlining of business applications

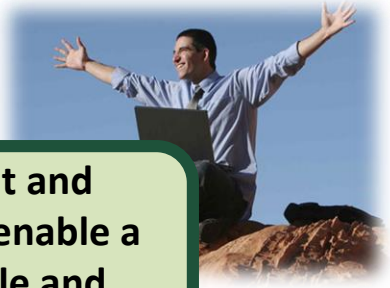
IT Service re-development will significantly improve service and reduce costs

Wide area network re-procurement will simplify design and drive down costs

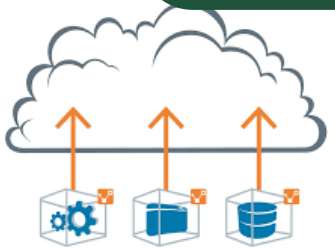


Great potential for phased future cloud migrations (where cost effective)

Redesigned and streamlined IT service will ensure shift to customer delivery rather than maintenance



Investment and support will enable a more mobile and flexible workforce



Strategic ICT Risk Assessment Completed

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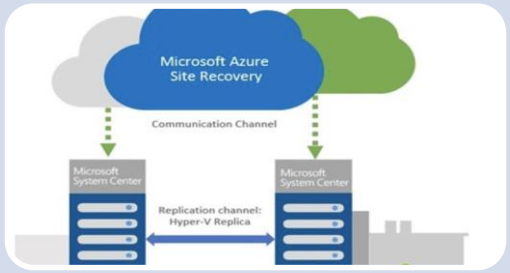
Carbon Footprint Reduction



Disaster Recovery migrating from Data Centre to the Azure Cloud.

63% reduced power consumption/year

Office 365 migration and removal of Data Centre hardware.

81% reduced power consumption/year

Desktop PCs replaced with laptops in County Hall and elsewhere (Win10 Project)

30% reduced power consumption/year

- Inclusion of low energy criteria in device procurement
- Implementation of energy saving settings for all devices. (i.e. power down / low energy operation)
- Progressive migration to the Cloud reducing energy footprint
- Procurement of carbon neutral solutions / supplier selection.

Microsoft have been carbon neutral in their Azure datacentres since 2012, using sustainable energy sources such as wind, solar and hydro-electric generated power.

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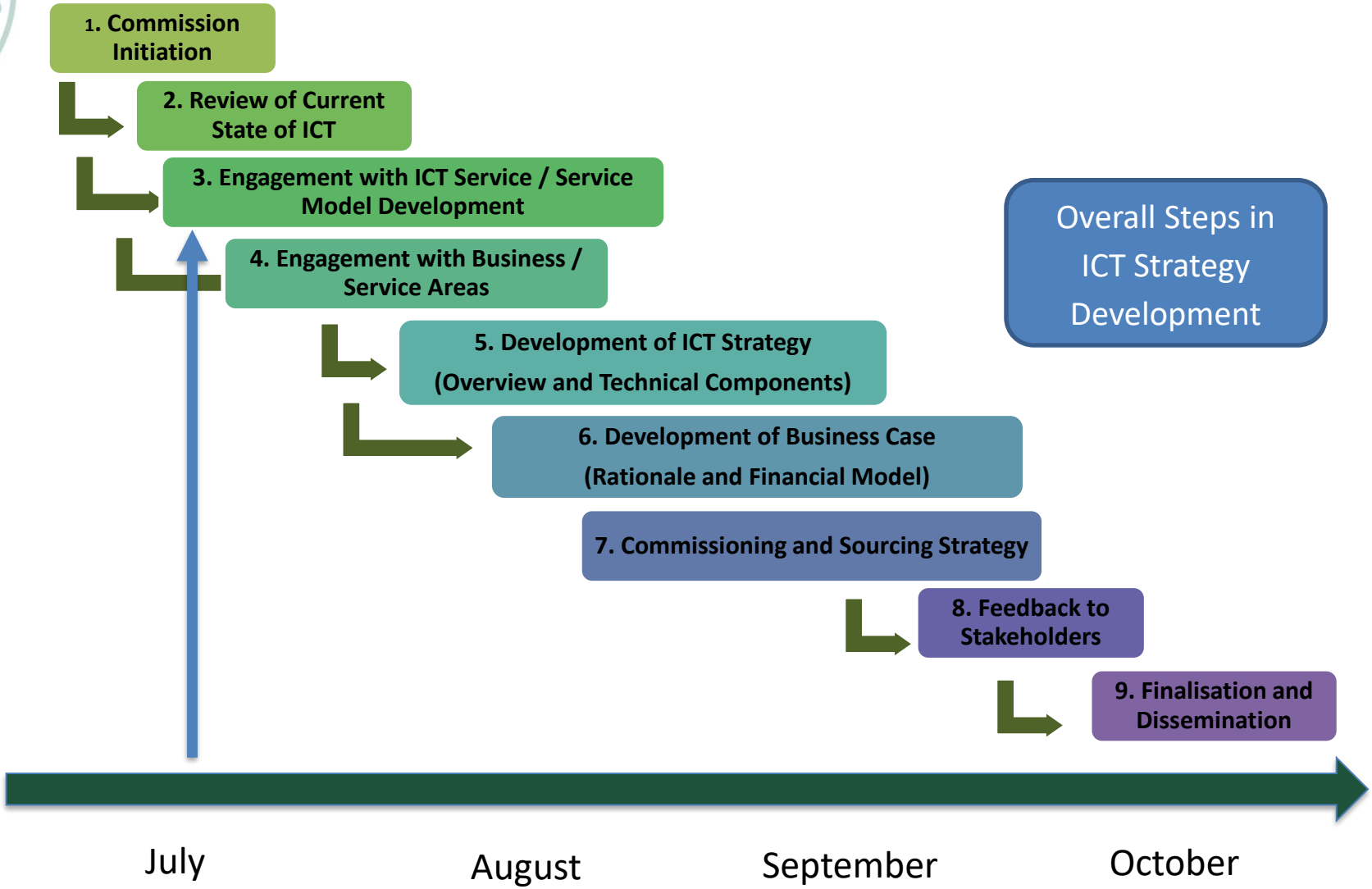
What next?



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Questions

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Benefits of Change

- Investment to streamline IT will reduce ongoing costs and improve service to customers.
- Operational efficiencies and improvements through new IT.
- A more robust, resilient and secure IT landscape.
- Enabling business transformation with modern, ‘fit for purpose’ IT platforms.
- More effective, responsive and closer engagement of IT resources with business areas.
- Potential for further savings through joint working arrangements and business systems replacements.
- Flexibility across IT to respond to internal and external change.
- Increased motivation, morale and engagement within IT service

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