



# **Transformation Sub-committee**

## **Information Communication Technology Strategy Update**

**30 January 2020**



# Progress Summary Update

**In recent times the IT Service has invested in change and moved forward elements of ICT modernisation and refresh**

- Completed IT Health Check
- Completed Data Centre Design and Procurement
- Completed Data Centre implementation kick-off
- (Data Centre refresh is on track)
- Completed engagement with IT Service and Council
- Delivered new published ICT Strategy

**More substantial, investment and transformational approach is now required to drive sustained change over the next five years**

- Developing effective service delivery
- Developing new customer-centric model
- Delivering benefits through IT engaging customers
- Applying new, more cost-effective technology
- Reducing the IT Service revenue costs by 17%

# What Will Change: IT Service Operation

## Service Desk

Following industry best practice, improving transparency and service.

## Business Engagement

Ensuring all areas are included and that effective relationships are established and maintained.

## IT Processes

Streamlined and simplified with better management.

## ICT Used by Staff

Improving ICT services for all customers which is tangible in the day to day use of technology.



## Projects Delivery

Improving Governance, Control and establishing effective delivery.

## IT Service

Proactively supporting the Council's responsibilities regarding the environment and climate change.

## Customer Service

Integrating the core values of the Council into the IT Service and placing all customers at the heart of the way IT operates.



# What will Change: Technology & Applications

## Data Centre

## Applications

## Backups

Modernised, streamlined, resilient and scalable

Consolidation and streamlining of business applications

Cloud based – faster, more reliable operation and recovery



## Wide Area Network

Simplify design, improve performance and drive down costs

## Cloud First

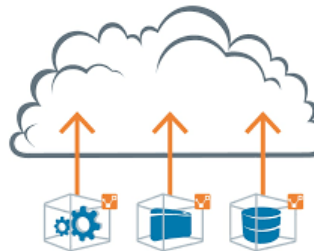
Reduce costs, flexibility to scale up and down. Faster time to implementation. Improved security and governance.

## ICT Support Systems

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

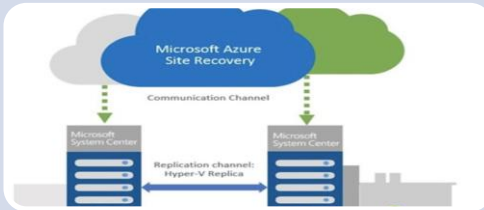


Clear and concise roadmap for technology change





# 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

- Migrating all OCC services from the current physical SCC datacentres to the Azure virtual datacentres (which are carbon neutral).
- Reducing printing that currently takes place and encouraging a cultural change to a paper-lite, digital workspace environment.
- Implementing advanced building blocks such as the Zero Trust model, to enable Agile working, thereby reducing travel journeys.
- Assessing suppliers' environmental policies as part of procurement with objective of all services having a zero net carbon footprint.
- Working with current suppliers to promote and influence their direction to meet the Council objective of reducing net carbon emissions

The ICT Strategy will aim to support OCC commitment to deliver zero net carbon emissions by 2030



# Cyber-Security Threat

- Cyber-Security Officer with sole responsibility for managing security threats.
- Ensuring implications of GDPR on data security are understood and ensuring senior officers are aware responsibilities.
- Working with partners such as the police to provide awareness training and education so that every OCC end user is aware of their role in preventing cyber threats.
- Documenting processes and policy to clearly define roles, responsibilities and procedures. Cyber threats are constantly evolving, so processes need to be regularly reviewed.
- Maximising the use of technology to reduce cyber risks.
- Ensuring all suppliers meet cyber security requirements for new and existing contracts.



**CYBER**  
**ESSENTIALS**





# Business Case - Financial Model

To support the change an estimated investment and savings profile has been developed which is summarised in the table below:

Transformation Budget	
Investment over 5 years	£2.2 m
Savings over 5 years	£6.2 m
Return on Investment	£4.0 m
Operating revenue reduced	£1.9 m (17%)



**Return of investment  
will be achieved in just  
over 2 years**



# Summary Benefits of Change

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

***“The new ICT Strategy presents an exciting opportunity to focus on improving service for our customers, enabling digital access, providing greater value for money, whilst also modernising service delivery”***

**Claire Taylor**  
Corporate Director – Customers and Organisational Development







# *Next Steps*

## IT Transformation

- Establish the ICT Transformation Programme to deliver the ICT Strategy commencing in Feb 2020

## Deliver Change

- Deliver telephony, video, messaging, contact centre
- Set up IT service management tool

