

REPORT TO THE CABINET

3 May 2016

Cabinet Member: Councillor Peredur Jenkins, Cabinet Member for Resource

Subject: Information Technology Strategy (2016-2018)

Contact officer: Huw Ynyr, Senior Manager for Information Technology and Business Transformation

The decision sought

To adopt the Information Technology Strategy

Introduction / Background

The previous Information Technology Strategy has now reached the end of its existence and it is time to present a new IT Strategy that builds on the success of the previous strategy by laying the foundations to support effective and efficient Services for Gwynedd's people.

The latest ICT Strategy lies within a very uncertain period for local government. Increased financial pressure will continue to be a large influence on the Council's plans for service provision, and is likely to surpass the life of this strategy.

All Council services depend on ICT systems in some way. In some cases, this will be obvious and will be directly used to provide services to the public, and in other cases it will be less visible and will play a supportive role behind the scenes. However, what's clear is, when it is used correctly, ICT is a critical tool and an enabler when it comes to improving services and reducing the costs of service provision. This strategy builds on the success of the previous strategy, but rather than placing the technology at the heart of the strategy, it uses principles and themes to ensure that the business leads the strategy and the technology provided to support this. A consultation has been held with the IT Governance Board, Heads of Department and Directors, and IT Service staff in preparation of the Strategy.

The ICT Strategy forms the Council's general ICT requirements, while supporting the work of delivering some of its strategic aims:

- Putting the people of Gwynedd at the heart of everything we do
- Improving engagement with communities on the care challenge
- Improving integrated working focusing on what matters for individuals
- Preparing the care workforce to meet the new way of working
- Promoting the use of the Welsh language in Gwynedd

The Purpose of the Strategy

The purpose of the IT Strategy is to create a vision of how technical developments and improvements can meet the Council's strategic plans. The strategy reviews the success of the previous strategy and examines the challenges facing the Council during the next three years, whilst highlighting that these strategic plans could change should the Council's strategic priorities change.

The strategy has been split into two documents:

- IT Strategy 2016-2018 the vision — this is a document which introduces the strategy, looks retrospectively at the successes of the previous strategy, introduces specific themes which are common to many developments and sets robust principles which are core to developing the IT service, which in turn improves the Council.
- IT Strategy 2016-2018 realising the vision — this document builds on the introduction provided in the vision by providing details on activities within the themes, and providing further details of the benefits and the efforts made to complete these activities. As well as arranging the activities of specific themes, the themes themselves are paired with the objectives of the Council's strategic plan.

The plans within the strategy provide a service which will continually improve the Council, using technology to support effective and efficient services for the people of Gwynedd.

Reasons for recommending the decision

That the Council adopts the Information Technology Strategy that is presented in appendices A & B to ensure that technology is provisioned and supported to bring continues improvements to the Council and the people of Gwynedd.

Next steps and timetable

That the Information Technology Service adopts the strategy and that the strategy's progress is reported as part of the Council's performance reporting arrangements.

Views of the local member

Not applicable, this is not a local matter

Views of the Statutory Officers

The Chief Executive:

Technology is an important asset to support continuous improvement in the Council's services to its citizens. Having a sound Information Technology Strategy is tantamount to enable this.

It's important that the Strategy reflects on what has been achieved and lessons learnt in the past. There is specific reference in the Strategy to do so. The other essential element is that the Strategy shows that it is flexible and that our use of technical resources responds to the needs of services to the future.

The Monitoring Officer:

Establishing an IT Strategy is an important contribution for the authority's governance and I don't have any comments regarding propriety.

The Head of Finance:

I have collaborated with the Cabinet Member in the preparation of this report and I confirm the content.

Appendices

Appendix A – IT Strategy (2016-2018) The Vision

Appendix B - IT Strategy (2016-2018) Realising the Vision