

Report of Chief Officer ICT

Report to Scrutiny Board (Resources and Council Services)

Date: 5th September 2011

Subject: Best Value Review of ICT

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. CLT have asked for an independent and external review of the ICT function to ensure that it provides a 'fit for purpose service' that can positively contribute to the delivery of 'Best Council' in the UK by 2015. The review was undertaken by an experienced consultancy company (Mouchel) and is now complete. The final report is attached.

Recommendations

- 1.1 Scrutiny Board (Resources and Council Services) are asked to note the contents of the report and to support the recommendations

2 Purpose of this report

- 2.1 To inform the Scrutiny Board (Resources and Council Services) of the outcome of the Best Value review of ICT undertaken earlier in the year.

3 Background information

- 3.1 ICT is used extensively in every service of the Council, both in front-line services and back-office support functions. All of the Council's business operations are supported by ICT systems. The Council recognises the importance of ICT in terms of its potential to underpin further business transformation and improved citizen and partner access to information.

3.2 ICT services are provided to users across the Council through a mix of internal and external service provision. The Council is keen to identify and improve the relative effectiveness and efficiency of the ICT service against best practice and best value in the market place.

4 Main issues

4.1 A previous study of ICT was carried out in 2007 and concluded that the ICT service represented good value and a quality service.

4.2 Whilst the ICT function has continued to develop since 2007, in line with the requirements of the Council, it was deemed timely to undergo a further review of ICT services to ensure that the ICT service is suitably positioned to meet the ambitions of the Council

5 Corporate Considerations

5.1 Consultation and Engagement

5.1.1 No implications

5.2 Equality and Diversity / Cohesion and Integration

5.2.1 No implications

5.3 Council Policies and City Priorities

5.3.1 The ICT service is key to supporting the business areas in the delivery of the Council outcomes and priorities.

5.4 Resources and Value for Money

5.4.1 The review of ICT was undertaken to ensure value for money is being achieved.

5.5 Legal Implications, Access to Information and Call In

5.5.1 None

5.6 Risk Management

5.6.1 Without business area engagement working as partners with ICT and there is a risk that overall utility and value from ICT will not be achieved.

5.6.2 Without the development of a Business \ ICT strategic plan there is a risk that ICT investments will not achieve a return on investment, deliver anticipated benefits and may not support Council priorities.

6 Conclusions

6.1 The review concludes that the ICT Service is value for money, well run, performing well and that the strategy for delivering the ICT Service is appropriate for supporting the ongoing needs of the Council. The infrastructure on which the Council's ICT

operates is stable and the plans to upgrade it are sound and on track. However, in contrast, it also concludes that we as an organisation as a whole are not achieving best returns from our ICT investments. This is an area we need to understand and resolve

7 Recommendations

- 7.1 Scrutiny Board (Resources and Council Services) are asked to note the contents of the report and to support the recommendations

8 Background documents

- 8.1 None