

# IT Strategy 2008–2012

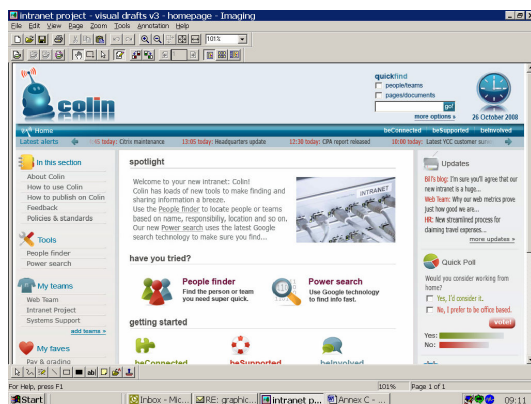
## An Executive Summary

The IT Strategy for City of York Council explains how the organisation intends to use technology to support the delivery of its strategic objectives. This Executive Summary shows how the organisation will look in 5 years time when the strategy has been delivered. The Strategy has 5 strategic themes and a sixth section, explaining how the Council will deliver the Strategy.

### **1 Use technology to improve the efficiency and effectiveness of Council Services and the internal working of the Council**

The Council will utilise modern, reliable, secure, highly available IT systems to support and deliver its full range of services. When a new IT system is introduced, business processes will be redesigned to drive out inefficient working practices and realise the potential of the new system. Where appropriate, information held in IT systems will be integrated together to make services more effective. The organisation will develop better business intelligence, using performance information and customer profiles to design and shape future service delivery and improvement. Geographical information will be exploited to understand our localities which will enable the delivery of better services.

As a result of using good IT systems, customers will experience more efficient, high quality, value for money services.



The internal workings of the Council will receive a thorough overhaul, with the introduction of new finance, HR/Payroll and Electronic Document and Records Management Systems. These will all be delivered internally through a new Intranet which will also give the capacity to effectively share and retrieve corporate information. This will make it easier for staff to perform their jobs, reduce time spent on administration and low value tasks and ultimately increase the internal cohesion and effectiveness of the organisation.

## **2 Use technology to make services easy to access, high quality and efficient, effectively managed, and responsive to the particular needs of individuals and/or Customer groups**

CYC will use technology to increase the accessibility, quality and consistency of the services it delivers to customers. It will use a Customer Relationship Management System (CRM) to manage the majority of its direct contact with customers, providing and collecting accurate and comprehensive information on the contact it has with customers and the services it delivers. CYC will use this information to deliver the best outcomes for customers, tailoring this where necessary to the particular needs of a customer/customer group.

The Council will use the self-service capability of the web to deliver information and enable customers to request services at their convenience. The web site will be content and functionally rich, with comprehensive, comprehensible and accessible information available on all services.

Customers will be able to shape the web site by identifying what they need to know and how they commonly search for it. This will become embedded in the design of the web site. This will help make the web site a useful portal into the council, particularly for young people for whom this is one of their primary communication tools.



The Council will exploit the potential of the Internet to engage and consult customers.

Technology will help to maintain the independence and quality of life of vulnerable people living within their own homes through the use of “telecare” and “telehealth” technologies which will provide remote monitoring of real time emergencies, lifestyle changes and physiological data over time in order to manage the risks associated with independent living.

## **3 Develop our IT Infrastructure to support the move to a new headquarters**

In the new headquarters, technology will be an essential tool to use the new building flexibly and effectively. The data and voice network and computer desktop will enable users to work throughout the building, from home, from a drop down point, a partner’s site, from a customer’s home or on the street. The Citrix server farm and corporate

## Annex B – Executive Summary

mobile infrastructure will securely deploy applications to any device wherever the user needs to be.



Unified communications tools will allow us to manage a range of inward and outward communication channels, telephone, email, text message or voicemail and be able to publish a users preferred communication channel so that they can be contacted when they are available and take messages when they are busy. Collaboration tools will enable users who are working from different locations to share systems, documents and video images.

All incoming mail will be scanned into an Electronic Document and Records Management System (EDRMS) which will flow the document to the right person at the right point in the relevant business process. The organisation will no longer need to store vast volumes of paper records.

Data will be stored on a corporate data store and will be easy to search and retrieve irrespective of whether it originated on paper, email, or an electronic document from any Directorate.

### **4. Use technology to make CYC a more sustainable organisation**

We will rationalise the number of desktop devices in use and consolidate onto more energy efficient thin client terminals, reduce the number of printers, run multiple applications on one server all of which will significantly reduce the amount of power we consume.

The use of a corporate EDRMS and electronic collaboration tools, the re-engineering of internal processes to reduce the reliance upon paper forms, the development of electronic communication tools with customers and the reduction in the number of printers will reduce the amount of paper we use.



Technology enabled flexible working will reduce the amount of travel undertaken by staff. The use of the Internet and phone to deliver services to customers will reduce the amount of customer travel.

We will seek to procure IT hardware that has been manufactured using techniques and materials that are as sustainable as possible.

## **5 Establish the infrastructure to enable and develop working relationships with our partners to enable the sharing of information and improve joint service planning commissioning and delivery.**

We will be able to share data securely with Central Government departments and other partners through connection to the Gov Connect portal.



We will be able to work more effectively with partners if we are able to share information and processes. Technology will play its part and we will develop information sharing and security protocols to govern these arrangements and achieve the outcomes of the Sustainable Community Strategy.

Where we choose to enter into a shared service arrangement, access to appropriate information systems will be an essential part of the arrangements to deliver value for money services

## **6. Delivering the Strategy**

The Corporate IT Strategy Group will be responsible for the delivery of the IT strategy and the IT Development Plan as a programme of work to ensure that resources are well managed and project outcomes are realised. This will involve the development of more effective methods of developing, deploying and retaining project management and business analysis skills. IT development activity will be integrated into service plans. We will develop a 3-year investment plan for IT, alongside the 3-year Budget setting process.

We will develop a single policy framework that covers the use of IT. IT systems will be available and supported for a longer working day, enabling the organisation to deliver services and operate flexibly in a longer window of time. We will develop the skills of staff to operate the essential technologies that they use to do their job.

We will centralise IT support where there are duplications of tasks and a need to share skills and resources. We will standardise technical roles across the organisation and promote the professional development of all support and development staff.

The technical architecture of the Council will continue to focus on flexibility, security, standardisation and reliability. We will develop change management protocols to ensure we control the environments we operate. In addition we will develop the integration between systems and components and we will develop in-house capability to develop and maintain this integration infrastructure to ensure that this remains cost effective.