

---

**Customer and Corporate Services Scrutiny  
Management Committee**

**9 July 2018**

Report of the Assistant Director – Legal & Governance

**ICT Strategy Update Report**

**Summary**

1. This report further updates the Committee on the progress of the Council's ICT Strategy in terms of its Digital Services Programme, enhanced digital experience for customers and delivery of the Customer Relations Management System (CRM).

**Background**

2. In February 2017 a process was started to develop a new strategy for ICT, based directly on the experiences and aspirations of internal and external customers. The consultation approach was presented to this committee in September 2017. This and other consultation feedback contributed to the revised strategy.
3. In January 2018, the Committee received an update of the progress against the ICT Strategy including delivery of digital projects and outcomes. At that meeting Members asked to receive further information on the Digital Customer element of the Strategy, including take-up of online council tax processing, and how far the Council were in implementing this along with future priorities.

**Options**

4. Given that this report and Annex 1 – The Digital Services Programme and Digital Customer Update – seek to update the Committee on detail against the ICT Strategy, as requested in January 2018, Members can consider whether they wish to:
  - (i) note the information provided and thank Officers for the continuing work on the strategy; or

(ii) request further updates as work progresses

### **Council Plan**

5. The ICT Strategy and digital ambitions underpin the Council Plan 2015-19 priorities and related key change programmes.

### **Implications**

6. There are no implications arising from the recommendations in this report.

### **Risk Management**

7. There are no risks arising from the recommendations in this report. There are risks relating to the delivery of the ICT Strategy work plan which are directly related to skills, capacity and financial resources. To mitigate these risks ICT programme management, robust financial business plans and skills/resource planning are a necessary priority for the service.

### **Recommendations**

8. The Committee is asked to:
  - a. consider and note the information contained in this report;
  - b. consider whether it wishes to receive future updates as part of future Committee work plans.

Reason: To ensure that scrutiny members have the opportunity to monitor progress of the Council's ICT Strategy.

## Contact Details

### Author:

Steve Entwistle

Scrutiny Officer

Tel: 01904 554279

[steven.entwistle@york.gov.uk](mailto:steven.entwistle@york.gov.uk)

### Chief Officer Responsible for the report:

Andrew Docherty

Assistant Director – Legal & Governance

Tel: 01904 551004

Report Approved



Date 27/06/2018

Wards Affected:

All



For further information please contact the author of the report

## Annexes

Annex 1 – Digital Services Programme and Digital Customer Update