

ICT Roadmap 2016 - 2018

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Summary

This Information and Communication Technology (ICT) Infrastructure Strategy sets out a medium to long term vision of how ICT will develop to support the Council's business requirements, its customers and its Members. It will also help enhance the performance of the Council in achieving its priorities and vision, by streamlining working processes and reducing overall operating costs.

This strategy applies to ICT throughout the Council, and impacts on all departments and services, including infrastructure and connectivity services supplied to the council and its partners.

Departments will be involved in shaping their service specific strategies, which will set out how they will use ICT to meet business priorities within the context of the key principles and the overarching strategic framework set out in this document.

The ICT Road Map consists of the following elements:

- Introduction
- Current Position
- Current ICT Topology
- New world
- IoT (Internet of things)
- ICT Vision
- ICT Road Map

Introduction

The ICT Strategy provides an overview of how we will deploy new technology in support of new, more efficient, sustainable, flexible, and customer focused ways of working whilst minimising risks which could jeopardise the delivery of business critical ICT systems. The ICT Strategy needs to align with the organisation and the ICT road map provides this synergy - focused on delivering business efficiencies and providing a model ICT division where the Organisation and ICT vision work in harmony.

Successful transformation will be dependent on the combination and balance of People, Processes and Technology .

The Strategy sets out the vision for the key ICT components as shown below

- ✓ Business Services
- ✓ Information Management
- ✓ Applications Management
- ✓ Infrastructure
- ✓ ICT Security Operation

The road map highlights the key projects and gives a high level view of the programme of work over the life of the Strategy to provide substantial cost savings, efficiency gains, a mobile and flexible workforce, reduced operational costs and improved customer service.

Current Position

ICT Team structure reviewed

Time spent with ICT team to help resolve ongoing infrastructure issues

Introduction of ICT processes and procedures to enhance service delivery and business communication

Change control process reviewed

Monthly ICT updates sent to the business

Infrastructure has been upgraded, now needs a review as this is more than 3 years old

Telephony VOIP rollout procured, and implementation started Phase 1

LAN Upgrade completed

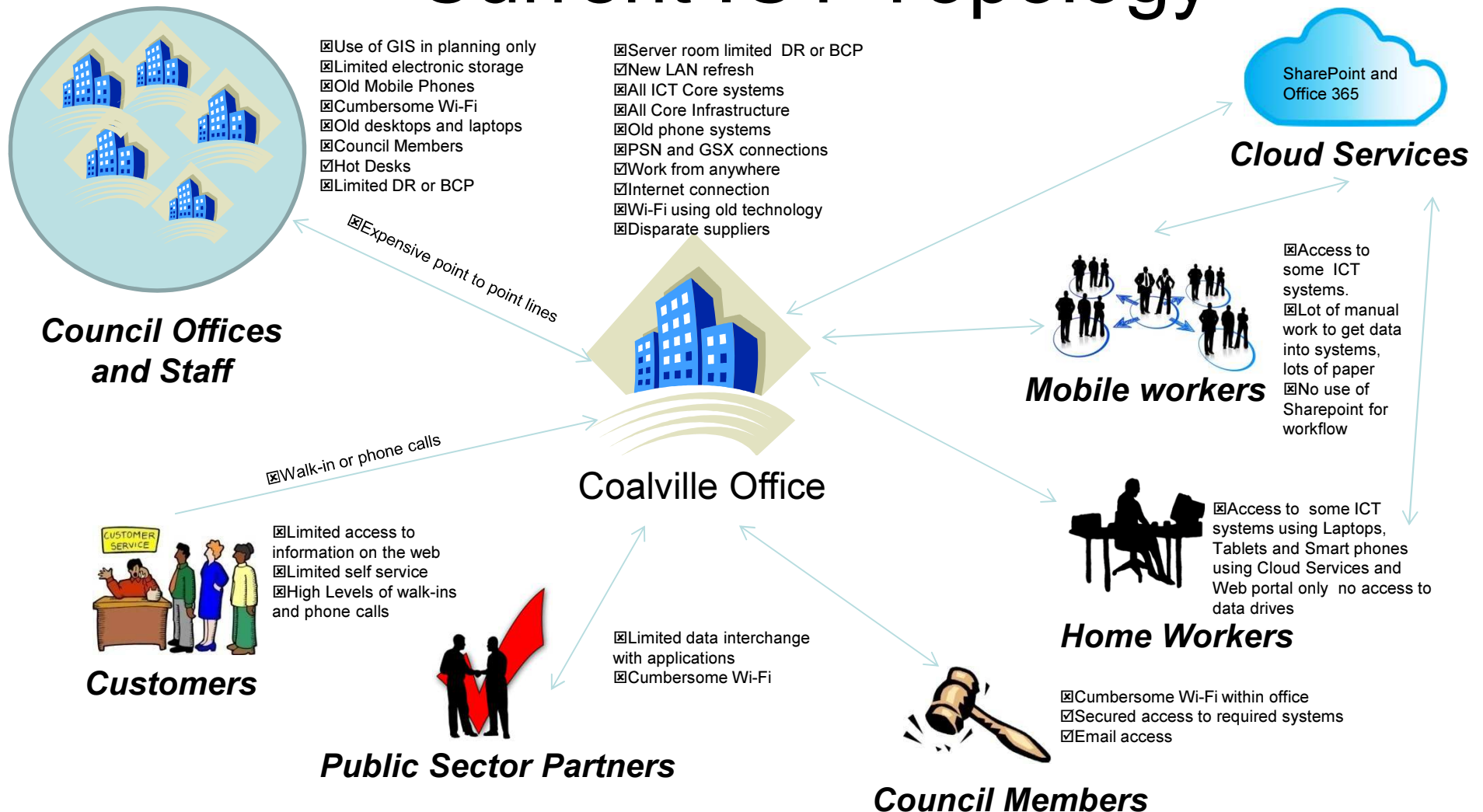
Email migration to hosted exchange >90% completed

PSN security submission completed

Scanning and archiving documents scanned for all service lines, discussions started on the way forward

Discussions around SharePoint as DMS, Document store and replacement for Achieve forms and EForms

Current ICT Topology



“New World”

ICT aligned with services and with the Council’s vision

Flexibility for staff, Members and partners

Modern high performance ICT systems and platforms

Refresh of ICT Desktop, Laptops and infrastructure

Modern “state of the art” ICT and model for other district councils

Enhanced performance for the Council and Members

Provides business continuity and disaster recovery

Streamlined business working processes

Successful ICT and Business compliance processes and information management

IoT (internet of things i.e. Smarter streets, Public safety, Telehealth, Transport)

Engaged communities

Substantial operating cost savings



IoT(Internet of Things)

This is the network of physical objects—devices, vehicles, buildings and other items embedded with electronics, software, sensors, and network connectivity that enables these objects to collect and exchange data. This is the future which will revolutionise the way the council does business and interacts with the community.

Today about 14bn objects are connected to the internet. By 2020 that number could be anywhere from 20bn to 100bn

Opportunity presented by [smart city technology](#), and how it can be used to deliver better and more cost-efficient public services. smart in-building energy management systems and street lighting alone could save local councils across the country £402.3m.

The gap in understanding, would explain why smart city technology has not yet been widely deployed – beyond a few test beds [in tech-heavy locales such as Bristol](#) and Milton Keynes – to improve lighting, rubbish collection, traffic, public transport management and so on.

Street lights that detect approaching cyclists, CCTV cameras that identify unusual activity, and bus stops that count. Welcome to the future of local public services.

Cheap sensors mean that almost any object can now be made “smart”, providing councils with data on air quality, temperature, noise, footfall and a range of other factors. Apply some analytics(Business Intelligence) to all this information, and you can start to manage your physical assets – such as buildings, bins, streetlights and roads – more efficiently, and deliver more targeted or completely new services.

ICT Vision

