

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



■Use of GIS in planning only ☑Limited electronic storage **⊠Old Mobile Phones** ☑Cumbersome Wi-Fi ☑Old desktops and laptops **⊠**Council Members ☑Hot Desks ☑Limited DR or BCP

Elexpensive point to point lines

■Server room limited DR or BCP ☑New LAN refresh ☑All ICT Core systems ☑All Core Infrastructure **⊠Old phone systems ⊠PSN** and GSX connections ☑Work from anywhere ☑Internet connection ⊠Wi-Fi using old technology



Cloud Services

Council Offices and Staff



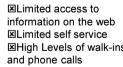
Coalville Office

⊠Disparate suppliers

Mobile workers

☑Access to some ICT systems. **⊠**Lot of manual work to get data into systems, lots of paper ■No use of Sharepoint for workflow





Customers

☑High Levels of walk-ins

■Limited data interchange with applications ☑Cumbersome Wi-Fi





☑Access to some ICT systems using Laptops, Tablets and Smart phones using Cloud Services and Web portal only no access to data drives

Home Workers



☑Cumbersome Wi-Fi within office ☑Email access

Council Members



"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 <u>smart city technology</u>, 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.



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- Flexible working
- Mobile Extension calling
- Business intelligence and IM
- **VOIP Telephony**
- ☑ Good Wi-Fi for guests and members

High Speed Connection

- \square New desktops and Laptops
- ☑ Scanning and Archiving
- $\sqrt{}$ Hot Desk
- $\sqrt{}$ High Speed Internet
- Council Members
- \square Partners
- $\overline{\mathbf{V}}$ Email

ICT Vision

☑All Council ICT Systems ☑SharePoint and Office 365 ☑All core infrastructure ☑IoT(internet of things) ☑BCP / DR resilience ☑Secure facility

4G secure connection ☑Work from anywhere always on

- Secure access to all ICT systems
- Using Laptops. Tablets and smart phones On 4G connections.
- SharePoint used for all digital forms fed into IDOX. DMS and eDMS



Mobile workers

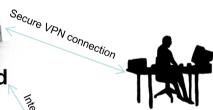


☑Customer Gateway ☑IoT (internet of things) ☑Internet site ☑Skype Business ☑Social Media feeds

✓

Internet connection

Data Centre / Cloud



☑Secure private access to all ICT systems ☑using Laptops, Tablets and Smart phones using secure VPN connections. ☑Mobile phone used as extension to office number

Home Workers





☑Streamlined working with partners and businesses i.e. Social Care, Parking, Travel

Public Sector Partners

☑Secure access to internet ☑Ease of home working ☑Guest Wi-Fi

Council Members

