

ICT Roadmap 2020-24

Strategic Direction:

1. Motivate all residents to perform secure digital transactions using high speed connectivity

Reduce carbon footprint through running appropriately sized hardware with efficient energy consumption rating

Enable Officers and Members to perform digital work efficiently from a variety of locations

2. Reduce risk through using proven resilient technologies with no unacceptable vulnerabilities

Where appropriate, move infrastructure to the Cloud

Where appropriate, move high priority applications to the Cloud

3. Use established providers with a proven track record of delivering services

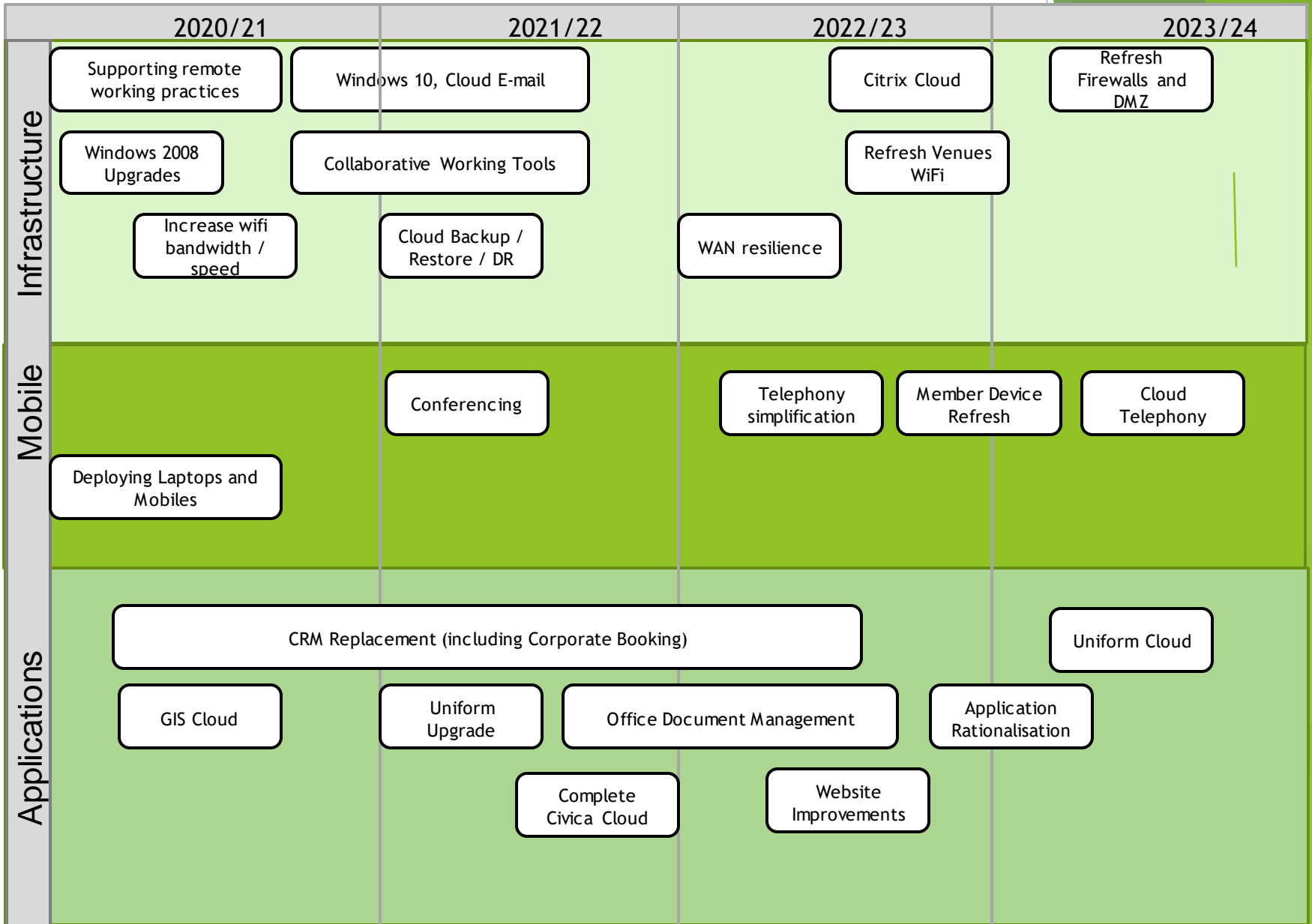
Simplify the IT estate through moving legacy applications into strategic applications and reducing unnecessary infrastructure complexity

Solutions will be of an appropriate scale for a small Local Authority

Solutions will be supported by the in house ICT Team

Where possible the implementation and development will be performed by the in house ICT Team

Covid Affected Roadmap



Glossary:

Cloud E-Mail - Replace the on-premise e-mail solution provided through Microsoft Exchange, Outlook and Citrix Securehub with an alternative cloud based solution

Citrix Cloud - Replace the the on-premise components that enable users to connect to the Citrix environment with a cloud based solution

Collaborative Working Tools - Introduce software to enable teams, departments, offices and organisations to securely and seamlessly collaborate (eg. Slack, Microsoft Teams)

Conferencing - Introduce hardware and software to enable external bodies, officers and members who are working remotely to perform a minimum of audio conferencing with the Town Hall meeting rooms

Cloud Telephony - Replace the on-premise software that delivers the landline telephone system, to a cloud based solution that removes the reliance on the Town Hall

Application Rationalisation - Migrate legacy applications used by single or very few business areas to an Enterprise wide cloud based software platform

Office Document Management - Replace the network drives that are used to manage Word Documents, Excel spreadsheets and PDF Documents with a cloud based solution