

ICT Digital Strategy 2016-20

Providing technology that is current, secure, resilient and reliable

Key Deliverables 2016-20

- Datacentre
- Bring your own device
- Stable platform
- Office 365
- Improved business continuity and disaster recovery

Our ICT vision

'Our use of ICT must add value to the customer; whether a citizen, a business, a partner organisation or other service within the Council'

Our ICT digital strategy will underpin the annual ICT Service Delivery Plan and digital roadmaps



Our technology will be :

- cloud based
- resilient and reliable
- easy to use
- up to date
- secure
- cost effective
- accessible
- mobile
- energy efficient



Improving business processes to ensure efficient & cost effective service delivery

Key Deliverables 2016-20

- Proper and monitored business planning
- Project management embedded into organisation
- Improved communication across services

Our processes will be :

- simpler
- more efficient
- planned
- prioritised
- continually improving
- documented



Enabling citizens to get the services and information they need online

Key Deliverables 2016-20

- New website
- Full use of self-serve on website
- Channel shift
- Online payments

Our customers will be :

- digital by default
- self serving through multiple channels
- satisfied
- accessing on mobile devices



Giving staff the digital tools & skills to deliver services efficiently & effectively

Key Deliverables 2016-20

- Smarter working
- Skilled staff
- Interactive E-Hub
- Training

Our workforce will be :

- customer focussed
- empowered
- engaged
- trained
- innovative

