

CONNECTED KNOWLEDGE – TECHNOLOGY STRATEGY 2017-2022

Councillor Mrs J Blake

Cabinet Member for Business Transformation

1 Purpose

- 1.1 This report and the accompanying document set out the vision and strategic aims Aylesbury Vale District Council has for its future use of technology and data.
- 1.2 The Strategy was submitted to the Finance and Services Scrutiny Committee on 1 December 2016 and the comments from the meeting are attached as Appendix 1.

2 Recommendations/for decision

- 2.1 That Cabinet consider the contents of the Connected Knowledge – Technology Strategy 2017-2022, as well as scrutiny's comments, and subject to any comments recommend to Council to approve the Connected Knowledge – Technology Strategy 2017-2022.

3 Supporting information

- 3.1 The attached report was submitted to the Finance and Services Scrutiny Committee on 1 December 2016 and sets out a robust technology strategy for AVDC for 2017-2022. It is designed to be the catalyst for technological innovation and change, propelling the Council into the future.
- 3.2 Extensive work was done with the senior management team to understand the Council's future direction and requirements. An initial vision was produced and agreed priority to the full strategy document being created.
- 3.3 The comments made by Members at the Scrutiny Committee are set out at Appendix 1. Most of these comments relate to the implementation of the strategy and not the direction or approach set out within the document. Members were assured that before implementing any of the changes the issues raised would or already were in hand to ensure that they were satisfactorily addressed - for example, work had commenced on developing an Information Management Strategy which would address the issues around ensuring data security and regarding how data and knowledge will be shared within teams. The final strategy presented to Council would be reworded in some areas to make the content more clear. The impacts of the strategy were well understood by staff and unions as it had formed the main driver behind the recently agreed restructure proposals within the IT teams.
- 3.4 Cabinet is asked to consider the contents of the Connected Knowledge – Technology Strategy 2017-2022, as well as scrutiny's comments and subject to any comments recommend to Council to approve the strategy.

4 Options considered

- 4.1 None.

Finance and Services Scrutiny Committee
Extract from Minutes of meeting held on 1 December 2016
Members comments on the Technology Strategy

PRESENT: Councillor M Rand (Chairman); Councillors B Chapple OBE (Vice Chairman), C Adams (in place of A Huxley), J Bloom, A Christensen (in place of M Smith), S Lambert and M Stamp. Councillor Mordue attended also.

Following an initial presentation from the Computer Services Manager, Members expressed concerns on a number of issues that would need to be considered further in finalising the Strategy, including:-

- on occupational and health issues associated with home working and remote working.
- on ensuring there wasn't a loss of collective knowledge caused when teams were disaggregated and people worked from home for the majority of the time.
- that staff should be provided with the equipment they needed to do their job, rather than being required to use their own equipment.
- that the security of data held in the cloud was of utmost importance.
- that the Strategy contained a number of buzz words/phrases that needed to be spelt out in plain English to make the Strategy more understandable.
- that while they were supportive of the strategic approach for Years 1 and 2 of the Strategy, it would be important to ensure that staff and the unions were fully cognisant of the impacts from Years 3 and 4.

Members requested further information and were informed:-

- (i) that the Strategy covered 5 years and aimed to provide a direction of travel for the Council and enable people to work properly from home, should they wish. It was acknowledged that a policy on people using their own devices for work would need to be agreed, including covering issues such as using it for work and private use.
- (ii) that data security and compliance was of paramount importance to the Council, and no digital aims would be pursued without first gaining assurance of the security controls in place.
- (iii) that it would be possible to put together a plainer English summary of the Strategy.
- (iv) that while the Council was committed to ensuring that staff were properly trained, it was anticipated that the experience for customers and Councillors accessing Council services on-line would be as easy as accessing services such as Amazon.
- (v) that all Council data would be held in the cloud, which would make dealing with freedom of information requests a relatively straightforward task.
- (vi) that the Strategy was aiming to move to simpler solutions in the future, which would include replacing the current Citrix user computing environment with a lower cost, lower maintenance alternative.

RESOLVED –

- (1) That the Computer Services Manager be thanked for attending the meeting and explaining the Strategy.
- (2) That Cabinet and Council be recommended to consider the concerns and feedback from the Scrutiny Committee in finalising the Connected Knowledge – Technology Strategy 2017-2022 for the future use of technology and data by Aylesbury Vale District Council.
- (3) That the Scrutiny Committee would like to receive update reports on the Strategy as it was further developed and implemented.