

ICT (2007-2008)

Purpose of service:

To maintain a consistent, integrated and stable Information and Communication Technology (ICT) environment to service the operational and management needs of the Council and to ensure that ICT is fully exploited to help deliver the strategic objectives and business needs of the Council.

Brief description of services provided:

Head of Service (Ken Boxhall)

Direction, management and support of ICT across the Council.

Advice to Chief Officer, Strategic Directors, Resources Senior Management Group, Cabinet and Portfolio holders and Members of the Council on policy and strategy options ICT.

Promotion of ICT across the Council.

Group Manager - Service Delivery (Vacancy)

To support, and act in the absence of, the Head of ICT Services and take a lead role in advising on customer delivery and performance management across ICT, consequently, contribute to the council achieving top performance. To be the lead officer in the development and maintenance of excellent customer services, ensuring they support the Council's vision, values and strategic objectives.

To provide effective line management to Team Managers responsible for Training and Administrative Support, the Programme Office, Account Management, and services to Schools. To ensure that the services provided from within are delivered in accordance with agreed specifications and established timescales.

Group Manager – Service Applications (Cath Birch)

To support the Head of ICT Services and take a lead role in advising on business solutions across the ICT Service that will contribute to the Council in achieving top performance. To be the lead officer in the development of applications across the Council ensuring they support its vision, values and strategic objectives.

To provide effective line management to Team Managers responsible for providing development, maintenance and support of cross-portfolio applications and to ensure that the services provided from within are delivered in accordance with agreed specifications and established timescales.

Group Manager – Service Support (Richard Nelson)

To support the Head of ICT Services and take a lead role in advising on technical and production services that will contribute to the council achieving top performance. To be the lead officer in the development and maintenance of technical services, ensuring they support the Council’s vision, values and strategic objectives.

To provide effective line management to Team Managers responsible for the Service Desk, the Infrastructure Team and the Network Team. To ensure that the services provided from within are delivered in accordance with agreed specifications and established timescales and, that an ‘extended hours’ service is available at all times.

Key themes:

Our vision is to deliver an IT service of which we and our customers can be proud.

Our aim is firmly steered by the Council’s vision: to be a modern top-performing council providing high quality services affordable to the taxpayer.

We are committed to enabling this vision by optimising the use of ICT to ensure that the Council’s services are accessible and inclusive, and tailored around consumer choice. To achieve this, we are working with public service and commercial partners to exploit a range of ICT opportunities.

This Service Plan is supported by our Business Plan which includes:

Specific outcomes and targets by Team.
A summary of IT Unit resources.

Outcome 1: Involve, represent and serve all who live or work in Buckinghamshire

Target Description	Last Year		Targets			Improvement Plans
	Target	Actual	2007-2008	2008-2009	2009-2010	
Customer First	Assist with further Customer First projects. Deliver to agreed project plans and budgets	Target will be achieved	Provide support for further development	-	-	Customer First Strategy
Transformational Government (T-Government)	Carry out post-implementation review of e-government	Target will be achieved	Carry out actions from the post-implementation review of e-government	-	-	

	project and agree follow on actions (t-government)		and contribute to the planning and implementation of t-government initiatives in support of the Service Transformation Programme			
Electronic Forms (E-Forms)	Develop further e-forms and in particular for recording sickness and travel expenses	Target will be achieved	Implement e-forms for SAP, Web and Swift as required	-	-	
VOICE (Bucks Info)	Support ENCORE Community Pages and establish at least 200 users of the system within Bucks	Target will be achieved	Support VOICE (Bucks Info) and publication of community pages. Consider extending use to Members and parish councils in conjunction with Culture and Learning	-	-	
Local Government Reform			Contribute to plans as required	-	-	
Getting Closer to Communities			Contribute to proposals for closer working with town and parish councils as required	-	-	GC2C

Outcome 2: Provide efficient and effective services

Target Description	Last Year		Targets			Improvement Plans
	Target	Actual	2007-2008	2008-2009	2009-2010	
Performance Reviews	Support business reviews as requested	Target will be achieved	Assist programme of Service performance reviews as required by Policy Support	-	-	Performance Reviews
Business Continuity/Disaster Recovery	Maintain and develop plans. Undertake quarterly reviews and conduct annual trial of business continuity/disaster recovery plan	Target will be achieved	Work with District Councils, Milton Keynes and Bedfordshire to establish scope for mutual support. Set up, test and maintain third party mobile emergency back up facility. Include SWIFT and EMS in third party mobile facility	-	-	
Security and Integrity	Maintain security and integrity of network, systems, environment and data	Target will be achieved	Re-tender WAN support on completion of current contract. Seek new opportunities to deploy CCTV to enhance physical security within	-	-	

			Bucks			
Address Gazetteer	Fully establish corporate NLPG-based address gazetteer to enable accurate location of property, people, assets and associated information	Target will be achieved	Extend use corporately	-	-	
ICT Training	Deliver appropriate ICT training to officers and members. Maintain overall tutor presentation indicators at above 90% and maintain IITT professional provider training accreditation	Target will be achieved	Deliver appropriate ICT training to officers and members. Maintain overall tutor presentation indicators at above 90% and maintain IITT professional provider training accreditation	-	-	
Information Systems	Continue to improve and manage corporate information systems and in particular: - increase usage of GIS based data - respond to new social care requirements - improve ease of use of SAP - assist Every Child Matters project	Target will be achieved	Maintain and develop corporate information systems in line with customer requirements	-	-	
SAP Benefits Realisation	Stabilise and exploit opportunities for improved use, specifically: - support Customer First System - action recommendations from user survey	Target will be achieved	Develop e-forms and improve Employee Self-Service (ESS) and Manager Self-Service (MSS) functionality	-	-	SAP
Mobile Working	Seek business opportunities to deploy new technology	Target will be achieved	Develop plans for further roll-out of wireless networking (Wi-Fi) and deploy as agreed. Provide technology input to corporate `Workstyle` initiative	-	-	
ISO 9001 (Quality Management System)			Achieve accreditation	-	-	
Programme Office			Establish Programme Office as both a corporate and IT Unit function	-	-	
IT Service Management			Embed and develop IT service management	-	-	

			system in line with plans			
Internet			Exploit opportunities to enhance services and access. Continue to develop an effective web support structure. Ensure Internet availability exceeds 99 per cent	-	-	
ICT Strategy			Select and develop initiatives identified to improve technology platform and information convergence	-	-	

Outcome 3: Give children and young people the best possible life chances

Target Description	Last Year		Targets			Improvement Plans
	Target	Actual	2007-2008	2008-2009	2009-2010	
Integrated Children`s System	Develop and support to agreed project plans	Target will be achieved	Implement Phase 2 to Government timescale	-	-	Every Child Matters
ICT Schools Team Services	Promote and support SIMS, BITES and BucksGfL. Establish customer satisfaction rating for individual product sets	Target will be achieved	Promote the more effective use of SIMS as a management tool in schools. Expand the BITES managed service and encourage more schools to make full use of the BucksGfL broadband service	-	-	
People`s Network	Facilitate extension to children`s homes and youth centres	Target will be achieved	Consider implications of extension to children`s homes and youth centres	-	-	
Information Sharing and Assessment			Undertake data cleansing in preparation	-	-	
Sure Start			Support business in implementing IT application required for performance management	-	-	

Outcome 4: Improve the quality of life for adults

Target Description	Last Year		Targets			Improvement Plans
	Target	Actual	2007-2008	2008-2009	2009-2010	
Library System	Investigate new Library system requirements	Target will be achieved	Work with partner authorities to implement	-	-	

			South East Library Management System (SELMS)			
SWIFT	Support and develop to agreed project plans	Target will be achieved	Improve contract and financial management to help reduce costs and increase level of care	-	-	

Outcome 5: Provide support to help families cope with their responsibilities

Target Description	Last Year		Targets			Improvement Plans
	Target	Actual	2007-2008	2008-2009	2009-2010	
Education Management System (EMS)			Exploit scope for making greater use of applications modules and establish potential for increased data sharing	-	-	

Outcome 6: Build with you safer, stronger and healthier communities

Target Description	Last Year		Targets			Improvement Plans
	Target	Actual	2007-2008	2008-2009	2009-2010	
GIS	Improve target identification (eg street lighting repairs). Implement portable GIS to support management of emergency situations	Target will be achieved	Formulate a development strategy	-	-	
Shared Data	Facilitate data sharing between systems and agencies	Target will be achieved	Facilitate data sharing with Primary Care Trusts (PCT) and Police systems as required	-	-	
Government Connect	Prepare business case and establish costs of service on offer for presentation to BucksConnect Board by June 06	Target will be achieved	Consider links to Government Connect Secure Extranet (GCSx) and Government Connect Register (GC Register) services	-	-	

Outcome 7: Maintain a vibrant economy whilst protecting the environment

Target Description	Last Year		Targets			Improvement Plans
	Target	Actual	2007-2008	2008-2009	2009-2010	
Sustainability			Contribute to corporate policy making and facilitate where necessary	-	-	Sustainable Communities Strategy

Further Service Plan Information:

Associated Plans:

Accountable Officer
Ken Boxhall

Strategic Director
Ian Trenholm

Cabinet Member
Frank Downes

Associated Resource Plan: