SUBJECT	Update on Implementation Project for Shared ICT Strategy
REPORT OF RESPECTIVE CABINET MEMBER/ CHAIRMAN	CDC Support Services Portfolio Holder and Deputy Leader - Cllr Mike Stannard SBDC Customer Services and Business Support Portfolio Holder – Duncan Smith
RESPONSIBLE OFFICER	Director of Resources – Jim Burness
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WARD/S AFFECTED	All

1. Purpose of Report

To provide an update on progress made to date in:

- Establishing the business case for moving the Councils shared ICT estate to the cloud
- Initiating the other aspects of the Shared ICT Strategy
- Moving Officers to using a shared email address of @chilternandsouthbucks.gov.uk

RECOMMENDATION:

1.   The Committee is invited to note the progress made to date

2. Background

2.1. Approval was given by the Joint Committee on 28th June 2018 for the proposed Shared ICT Strategy along with authorisation for a budget of £30,000 to cover the cost of employing external expertise to help develop the financial and technical business case for a move to a cloud delivery model.

2.2. At the same meeting, although not part of the ICT Strategy, approval was given to move Officers to using a shared email address of @chilternandsouthbucks.gov.uk

3. Progress to Date

3.1. Appendix 1 provides an outline programme for the implementation of the shared ICT Strategy. Unfortunately, costs cannot be estimated until technical workshops planned for early October have taken place and a firm design for the way forward agreed.

3.2. Network Aspects

3.2.1. The Councils have a shared network based on Microsoft products. Consequently, the core skillsets of Business Support staff are centred on Microsoft. Therefore, the logical approach for a move to cloud is to build on the existing in-house knowledge of Microsoft.

3.2.2. In addition, since the Joint Committee meeting in June 2018 Microsoft have released new products that will facilitate a smoother and more cost effective transition to cloud.

3.2.3. Using the Crown Commercial Service G-Cloud framework, consultants, PowerON, have been identified to help Business Support develop a business case for a move to a cloud delivery model. A key factor to the selection of PowerOn is that they are a Microsoft Gold Partner specialising in cloud technologies.

3.2.4. In depth technical workshops have been booked for early October. The outputs from these workshops will be two business cases with costs and implementation plans. One to move the Councils network to Microsoft's Azure cloud platform. The other to migrate the Councils desktops to Windows 10 managed via Azure.

3.2.5. It should be noted that the Councils are not yet ready to move to a pilot for Windows 10 as not all core IT systems are Windows 10 compatible

3.3. Information Management Aspects

3.3.1. It is an aim of the new ICT Strategy to eliminate of unstructured data i.e. data stored on network drives and in email boxes plus ensure that the location of all personal data is logged within service Information Asset Registers (IAR)

3.3.2. As part of the Information Governance Group (IGG) programme, work is underway to support service staff in the review and update of their Service IAR

3.3.3. Starting with data stored on network drives, a project (Delete the Data) has been initiated. Using a simple reporting tool and Service IAR's service managers are easily able to identify and delete obsolete data

3.4. Transformational Projects Supported

The transformational projects currently being worked on:

3.4.1. The insourcing of the SBDC Rev\Bens IT systems

3.4.2. The digitisation of the Planning archive

3.4.3. IT aspects of setup for the Customer Experience programme

3.4.4. Flexible & Mobile Working in Environment and Rev\Bens Services

4. Shared Email Address

4.1. Approval to use the chilternandsouthbucks.gov.uk domain name was given by the Government Digital Service on 22nd August 2018. It took a further few days to get the name registered and eligible for use.

4.2. The ICT Infrastructure Team completed work on configuring the email server by 7th September 2018. The shared email address is now ready to use.

4.3. In conjunction with the Communications Team, a project has been initiated that will:
4.3.1. Make residents aware that the shared email address will soon start being used by shared service staff
4.3.2. Support the services in identifying where email addressing needs to be changed in webpages and letter templates
4.3.3. Consolidate group email boxes

7. Corporate Implications

7.1 Financial – None
7.2 Legal - None

7 Links to Council Policy Objectives
Effective use of technology supports the objective of both Councils to deliver cost effective, customer-focused services

8 Next Steps
8.1 Hold technical workshops with PowerON
8.2 Obtain costed business cases with with costs and implementation plans
8.3 Initiate progamme to implement shared ICT Strategy

Background Papers:	Appendix 1 – Outline Programme Plan to Implement the Shared ICT Strategy