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REPORT TO COUNCIL

PORTFOLIO AREA: CORPORATE RESOURCES

Executive

Date of Meeting: 21-November-2005

Public

Key Decision: No   **Recorded in Forward Plan:** Yes

Inside Policy Framework

Title:	Information and Communications Technology (ICT) Policy & Implementation Strategy
Report of:	Head of Customer & Information Services
Report reference:	CIS17/05 – ICT Policy & Strategy

Summary:

This report contains the Council's Information & Communications Technology (ICT) Policy & Implementation Strategy

Recommendations:

The Council are asked to:-

  1) Approve the ICT Policy

Contact Officer: John Nutley   **Ext:** x7250

1. BACKGROUND INFORMATION AND OPTIONS

1.1 The Executive first considered the attached ICT Policy on 30th. August. They referred it for consideration to the Corporate Resources Overview & Scrutiny Committee for consideration and comment.

1.2 On the 21st. November, the Executive again considered the Policy which had been amended to include comments from the Overview & Scrutiny Committee.

1.3 As a Policy the Constitution requires that it must be adopted by at a full Council meeting. The Executive therefore recommended the Policy to Council for approval.

2. CONSULTATION

2.1 Consultation to Date.
1) There has been full consultation of the Policy & Implementation Strategy since the Executive first considered the report and additional amendments have been included as part of the consultation.
2) The Information Systems Group have met and commented on the Policy & Implementation Strategy.
3) Overview and Scrutiny met and considered the report on the 8th September.

2.2 Consultation proposed.
Full Council to consider the ICT Policy

3. RECOMMENDATIONS
The Council are asked to:-
1) Approve the ICT Policy

4. REASONS FOR RECOMMENDATIONS
To confirm the overall objectives and direction of ICT through the Policy, which will underpin a number of projects to be developed during the life of the Implementation Strategy.

5. IMPLICATIONS
- Staffing/Resources –
  None
- Financial –

The financial aspects of the strategy have been considered as part of the ISG consideration.   Detailed financial costs will be presented as individual proposals are developed.

There are three funding streams for the Implementation Strategy:- Implementing Electronic Government (IEG), Renewals Reserve and the existing capital program. If any projects are proposed which are unfunded these will be considered as part of the normal budget setting process.

- Legal –
  None

- Corporate –   This item has been considered by the Corporate Management Team as part of the consultation process before final consideration by the Executive and their comments incorporated

- Risk Management –
  No new risks are introduced by approving the statement
- Equality Issues –
  None
- Environmental –
  None
- Crime and Disorder –
  None

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REPORT TO EXECUTIVE

PORTFOLIO AREA: CORPORATE RESOURCES

Date of Meeting:	Executive 21-November-2005

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Inside Policy Framework

Title:	**Information and Communications Technology (ICT) Policy & Implementation Strategy**
Report of:	**Head of Customer & Information Services**
Report reference:	CIS17/05 – ICT Policy & Strategy

Summary:

This report contains the Council's Information & Communications Technology (ICT) Policy & Implementation Strategy

Recommendations:

The Executive are asked to:-

1) Recommend the ICT Policy to Council

2) Note the ICT Implementation Strategy, whose progress is to be monitored by Corporate Resources Overview & Scrutiny, after Council have approved the ICT Policy

Contact Officer:	John Nutley	**Ext:**	x7250

1. BACKGROUND INFORMATION AND OPTIONS

1.1 The Councils ICT Policy & ICT Strategy is presented in this report.

1.2 As a result of consultation there have been changes to the report. These have largely been in the area of structure and presentation. It was recognised that the report would benefit from being split into two documents namely an ICT Policy document and an ICT Implementation Strategy document.

1.3 The Policy document outlines the overall aims that ICT within the Council is trying to achieve and details policy principles that the ICT Implementation Strategy should observe when being developed and delivered. It has a lifespan of 3 years and as a policy document it needs to be approved by Council.

1.4 The Implementation Strategy document details how the policy will be delivered and covers the immediate year. Subsequent, annual ICT Implementation Strategies to be presented to the Executive, and monitored by Corporate Resources Overview & Scrutiny will detail further progress towards delivering the Policy.

1.5 Whilst a number of projects and initiatives, both current and proposed, are detailed it is not the intention to present a complete work schedule for the IT Service for the coming years. Indeed, because of the rapidly changing nature of both the business needs of the Council and the pace of technical change this would not be practical. Instead, a series of objectives have been identified which, in due course, will give rise to a number of projects which will be progressed through the normal decision making processes of the Council.

2. CONSULTATION

2.1   Consultation to Date.
       1) There has been full consultation of the Policy & Implementation Strategy since the Executive first considered the report and additional amendments have been included as part of the consultation.
       2) The Information Systems Group have met and commented on the Policy & Implementation Strategy.
       3) Overview and Scrutiny met and considered the report on the 8th September.

2.2   Consultation proposed.
       Full Council to consider the ICT Policy

3. RECOMMENDATIONS

The Executive are asked to:-

1) Recommend the ICT Policy to Council

2) Note the ICT Implementation Strategy, whose progress is to be monitored by Corporate Resources Overview & Scrutiny, after Council have approved the ICT Policy

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To confirm the overall objectives and direction of ICT through the Policy, which will underpin a number of projects to be developed during the life of the Implementation Strategy.

5. IMPLICATIONS

- Staffing/Resources –
  None
- Financial –

  The financial aspects of the strategy have been considered as part of the ISG consideration. Detailed financial costs will be presented as individual proposals are developed.

  There are three funding streams for the Implementation Strategy:-
  Implementing Electronic Government (IEG), Renewals Reserve and the existing capital program. If any projects are proposed which are unfunded these will be considered as part of the normal budget setting process.
- Legal –
  None

- Corporate – This item has been considered by the Corporate Management Team as part of the consultation process before final consideration by the Executive and their comments incorporated

- Risk Management –
  No new risks are introduced by approving the statement
- Equality Issues –
  None
- Environmental –
  None
- Crime and Disorder –
  None

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ICT Policy 2006

"All Services, anytime, anyplace, anywhere – for anyone and everyone"

A statement of the Council's ICT Policy
2006-2009

Information Communications & Telephony (ICT) Policy

Need for an ICT Policy

The aim of this policy is to outline the overarching aims and objectives of the ICT Service within the Council. It will also provide a framework and reference for the formulation of the ICT Strategy. The ICT Strategy will contain the detailed work programme of work needed to deliver on the policy.

This policy has embedded within it a number of principles which will provide guidance to the Council about any ICT proposal and assist in the decision making process on how to proceed with any given initiative.

Central ICT Policy Themes

The underlying trend in this policy is to provide information and services directly to all stakeholders at a place, time and means that they will find the most useful.

The stakeholder category is large and ever widening. Previously it would have been limited solely to Council Officers, but more recently this has been extended to Council Members, Parish Clerks, Voluntary Sector, Partners, Customers and these days, through the Internet, even extends directly to a global audience.

Access to the services these stakeholders require would traditionally have through Council Officers typically in office hours or alternatively by prior arrangement. The overall move by the Council, supported by this policy, is to present all of our information and services through an electronic medium, accessible on the internet, to ensure that they can be accessed whenever required. In addition, these services be presented in a logical, joined up manner which make sense to the Stakeholders. To this end information management along with process and change management will be integral to achieving this.

Finally, any method and place of access chosen by the Stakeholder, again supported by this strategy should be supported. The trend towards mobile computing, which is recognised and delivered by the underlying ICT Strategy, will mean that any service and all information will be accessible from anywhere at any time.

Overall, the IT policy to service delivery may be summarised by the strap line:-

"All Services, any time, any place, any where – for anyone and everyone"

Relationship of ICT Policy to Council Priorities

This policy should be considered as part of the policy framework of the Council and is, like all policies, aimed at supporting the overall priorities of the Council.

Decisions on whether to proceed with business proposals with significant ICT content will are subject to usual decision making process of the Council. As part of this process consideration will needs to be given to all current policies particularly, but not exclusively, the Information Strategy and the Medium Term Financial Plan.

Because of the rapidly changing nature of the ICT service, it is envisaged that the policy will remain current for no more than three years when an amended or new one will be considered afresh by the Council.

ICT Policy Principles

When considering any new proposals for incorporation into the I.T Strategy the following guidelines should be observed.

1) Priority & Policy Alignment
   There needs to be a clear and direct link between any new ICT proposals and the overall priorities of the Council. There must also be alignment with the ICT policy objectives outlined above and the overall policy framework within the Council.

2) E-Government
   The Council is committed to meeting the Government's 2006 deadline for e-government and modernising services agenda. Wherever possible, new initiatives need to have a positive impact on attaining these targets.

3) Information needs driven
   As part of any evaluation, particular care must be given to assessing the information need that any proposal is addressing. Alignment with the Information Strategy will need to form part of the consideration of any proposal.

4) Access to services through Web
   In order to facilitate easy and open access to services all new applications will be web based. This will not only facilitate the joining up of services, it will ensure access will become available through a variety of existing and new channels.

5) Standardised core set of products and technologies.
   It will be mandatory that any new proposals should prove compatible with the Council's current customer contact system and mapping system. Additionally, any new networking proposal will make use of the Project Access broadband service. The ICT Strategy will also detail a number of technical standards that must be adhered to.

6) ICT resources to be centralised and managed as a corporate resource.
All ICT resources are to be centralised. The Information Systems Group will become the owner of all identified ICT resources and budgets and determine their use in accordance with the ICT Strategy.

7) ICT equipment and software provision to a minimum standard
Modern desktop equipment and software will be provided throughout the organisation based on the information needs principal outlined above. It is the intention to ensure that all internal stakeholders have a minimum, adequate standard of equipment and software tools.

8) Community Support
The Council will continue to support and provide access to ICT services to the wider community whenever possible. Where underused capacity is available it will seek to extend the use of these assets to community and voluntary groups in the Carlisle area.

9) ICT Governance
The ownership of the IT Strategy shall reside with the Information Systems Group but will be subject to the normal controls which apply to any programme of work adopted by the Council. The IT Strategy shall be approved by the Executive and monitored by Corporate Resources Overview and Scrutiny.

10) Shared Service Delivery
It is envisaged that shared service delivery will yield significant savings in the future, therefore all initiatives should have considered the possibility of either joint procurement or joint delivery with neighbouring Cumbrian Authorities.

Summary

The Council's ICT Policy is not an end in itself but is a mean's to assist the Council determine where development and investment needs to take place in order to deliver improved services. It states what the overall objectives the Council is trying to achieve with ICT. Coupled with the ten policy principles detailed above this will provide the necessary guidance on how to achieve this.

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Information, Communications & Technology Implementation Strategy 2006

"All Services, anytime, anyplace, anywhere – for anyone and everyone"

A statement of the IT aims and
objectives within the City for 2006

Introduction

This document details the Councils ICT Implementation Strategy for 2006. Its purpose is to deliver the Council's ICT Policy. The ICT Policy is designed to last 3 years, with this Strategy being renewed and approved by the Executive on an annual basis. Corporate Resources Overview & Scrutiny Committee will monitor progress on the Strategy.

The overall aim of the Policy is to make access to all services easier for everyone by enabling access at anytime from anywhere.

The ICT Policy detailed a number of principles that would determine whether any new initiative would be included in Councils ICT Implementation Strategy. New initiatives must be :-

1. Aligned with the Councils policy and objectives

2. Positively impact on E-Government

3. Driven by the Information Strategy

4. Accessible through the Web

5. Standardised on core ICT products as set out in the Strategy

6. Accessible as part of a central, corporate resource

7. Capable of being accessed by the standard desktop equipment and software

8. Where appropriate, accessible for use by the wider community

9. Considered and approved by the Information Systems Group (ISG)

10. Considered for joint procurement/delivery with other Local Authorities

A Glossary of terms has been inserted at the start of this document for ease of reference. This is followed by an Executive summary of the ICT Strategy programme. Finally, descriptions of each of the elements of the programme are detailed.

Glossary of Terms

Broadband:- Refers to a communications medium that uses wide-bandwidth channels for sending and receiving large amounts of data, video or voice information.

BT Featurenet:- A BT service which allows geographically disparate sites to be linked together by telephone as if they were in the same building

BVP157:- The Governments PI indicator for the % of services which are electronically enabled.

CRM:- Customer Relationship Management. A computer system to manage all aspects of dealing with a customer and their requests.

DIP:- Digital Image Processing. A system by which images are first scanned and subsequently processed as part of a computer system.

G3:- Third generation mobile phone technology which will use large bandwidth delivery for transmission of interactive media to a mobile environment.

Information System Group (ISG) – A senior officers group tasked with developing ICT proposals and initiatives and ensuring alignment to Council policy & priorities

Intranet:- A private network within an organisation. An Intranet is used to share information and computing resources among employees.

Office 97:- An integrated set of software products containing many commonly used tools such as word processing, spreadsheets, presentations, databases etc.

Project Access:- Initiative, funded by the NWDA, to deliver broadband to as many Cumbrian households and businesses as possible at metropolitan prices

SAN – A network of storage disks which is centrally administered. By treating all the company's storage as a single resource, disk maintenance and routine backups are easier to schedule and control.

VOIP- Voice over Internet Protocol. A technology for transmitting ordinary telephone calls over the Internet

Wi-Fi – Wireless-Fidelity. A network system that enables online content to be viewed via wireless devices, such as cell phones, laptop computers, and handheld devices in public areas.

Executive Summary

This Executive Summary highlights the key areas of work that will be addressed during the lifetime of the strategy and are presented as a series of strategy objectives within the main body of the document.

1) E-Government Programme

There are still 24 National Priority Outcomes to be completed and BVP157 remains fixed at 87%. Both, as part of an e-government programme, need to be completed by March 2006 and will be achieved through completing the e-government programme.

2) Support for the Information Strategy

A new system will be procured to support the development of a corporate Intranet to replace Public Folders as envisaged in the Council's Information Strategy. This will enable information to be keyed in once and used many times. Information will be easier to find, use and manage. Plans will also be developed for a system to manage the information requirements that arise from the Information Audit to be carried out across the Council

3) Home Working

A Home Woking pilot is underway to prove the concept of permitting officers, where appropriate, to work from home. A service for Members to enable them to use broadband at home will be developed as part of this pilot.

4) Mobile Computing

Mobile solutions to enable Officers and Members to access information and services "on the move" will be developed. The future of Blackberry devices will be assessed.

5) Infrastructure Update

A number of technical improvements are highlighted. For the ordinary business users these will impact in the following areas:-

- Disk Storage – A combination of the Information Strategy and physical limits will mean users will need to be more careful on what information they save in the future and why.
- Personal Usage of IT Equipment – New guidelines to be produced

ICT Implementation Strategy – Version 1.5

- Project Access – With the success of broadband implementation throughout the County it will be easier and cheaper to provide robust connections of adequate capacity to the Councils network from remote locations and network links will be upgraded to take advantage of this. Additionally, new networked services will be developed to take advantage of the opportunities offered by Project Access

6) Core Products & Services

The need for the Council to continue standardise on a core set of technical products is re-emphasised. These are listed in Appendix C.

7) Corporate Document Image Processing (DIP)

There is increasing interest in the use of DIP by Business Units and a corporate DIP system will be developed.

8) Printer Rationalisation

In future all types of printing devices will be grouped together and managed as a single class. These include photocopiers, computer printers, fax machines and Print Room machines. The Reprographics Team will manage these. Software will be introduced to ensue printing will be more directed and costs more transparent. The existing printer population will be re-assessed to ensure they are deployed in the best locations and are being used effectively. Repairs & Renewals contributions for all printers & photocopiers will be centralised.

9) Desktop Strategy

A business case will be developed to replace Office 97, the electronic office suite of products, which is in common use within Carlisle. This business case will detail the revenue cost associated with staying with the Microsoft suite of office products and replacing these under an Enterprise Licence agreement. Additionally, a review will be carried out to determine how and when desktop equipment is replaced with a view to enable Business Units to know with certainty when and through which route PC equipment will be replaced. Again, any Repairs & Renewal contributions for desktop hardware will be centralised.

10) Disaster Recover

The Unit's ICT Disaster Recovery Plan for desktop services (PC & e-mail) will be updated in the light of the January flood. The possibility of working collaboratively with other Cumbrian Councils will be explored.

11) Voice & Data Convergence

The Council's network infrastructure will be gradually updated to allow convergence i.e. voice and data traffic will be carried over the same cables simultaneously. This Council will upgrade all telephony facilities over time to run Voice Over IP (VOIP).

12) Telephony Strategy

As a result of the floods it is necessary to procure a new telephone switch for the Civic Centre. It will be a VOIP switch.

The current BT Featurenet service will be replaced during the course of this strategy. It is likely to be succeeded by a new Cumbrian VOIP service.

The mobile phone contract will be renewed this year which give new handsets to all those coming under the new contract. In addition, the future of Blackberries will be examined, to check if their use is still relevant or whether the business need can be filled in some other way.

Guidelines for the issue and usage of mobile phones will be produced.

13) Information System Group (ISG)

This group will continue to guide the direction of IT developments within the Council, recommending to EMG projects for consideration. The current, known, identified workload of the Council is shown in Appendix B as identified and profiled by the ISG. There are five major projects which will commence this year which need to be highlighted:-

- Customer Contact Centre Development – Linking the CRM to the back office and the development of an electronic service to the public
- The procurement and implementation of a new environmental services package
- The replacement of the Commercial and Technical Services Streetscene package.
- The replacement of the Open Door Payroll & Personnel System
- Desktop refresh of hardware and software across the organisation in a programmed manner centred on a needs basis.

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14) Staff Development

To make best use of the ICT service, the Council recognises that staff need to have the right knowledge and skills to use them effectively. To this end:-

- Member Support and Employee Services (MSES) will continue to maintain and enhance the various programs to develop staff.
- ICT will review their contribution to the induction programme to ensure all new starters are aware of ICT facilities available to them
- It will also become mandatory that all project plans for implementing new, or upgrading existing, ICT systems will include training tasks appropriate for the staff who have to use and maintain those systems.

15) Community Support

During the life of this strategy the Council will regularise the situation under which community, voluntary and commercial organisations have access to underused Council ICT assets and produce a protocol to govern this situation.

Strategy Objectives

1) E-Government Programme

In December 2004 the Council submitted its' Implementing Electronic Government 4 (IEG4) Statement to the Government. This provides a snapshot for the ODPM on progress towards achieving e-government. Part of the in public areas.statement contains details of the progress the Council is making towards meeting the Governments National Priority Outcomes for e-government.

There are still a number of these National Priority Outcomes to achieve before March 2006. The National Priorities are grouped into three categories :- Required, Good and Excellent. The Required Priorities need to be completed by December 2005, and the Good by March 2006. No date is set for the Excellent category. A list of those Required and Good priority outcomes we still need to achieve is given in Appendix A. These will form part of an e-government programme to be developed and delivered during the lifetime of this strategy.

The IEG statement also shows satisfactory progress in achieving 100% of services accessible electronically as measured by the BV157 PI indicator. This is currently at 87% and will rise significantly with the establishment of the Customer Contact Centre.

A key element of the e-government initiative is that all services need to be delivered electronically. Essentially this means that all services will need to be capable of being delivered through the Council's web site. There needs to be close liaison with the Communications Unit, which manage the web site, to ensure that this takes place and this needs to be reflected in their business planning.

To enable a link to Central Government services the Council has expressed an interest in Government Connect, the scheme under which such traffic will take place in a secure and approved environment. As further details of Government Connect become available a decision will be needed on whether we will actively participate in the scheme.

2) Support for the Information Strategy

The implementation of the Council's Information Strategy is in inextricably linked to the Council's ICT infrastructure, systems and equipment asset base. A key deliverable of the Council's Information Strategy is the development of a Council Intranet. To ensure the necessary technical infrastructure and products are available to ensure the success of this initiative, and to ensure that these requirements are aligned with the Council's IT Strategy, the Head of CIS sits on the project tasked with implementing the intranet. The importance of this project in rationalising how information is accessed within the Authority and the benefits it will deliver cannot be over emphasised and this IT Strategy will serve to underpin the work of this project team.

The first phase of the Information Strategy, an Information Audit, will produce an assessment of information being held within the Authority and highlight any gaps or duplication in information, map information cycles and develop guidelines for information management within the Council. Arising from this will be a requirement for new systems to manage current and future information requirements in line with this assessment.

3) Development of Home Working Initiative

The ability of staff to work from home will provide a major boost to productivity, be responsive to staff needs and produce cost savings. The Head of Revenues and Benefits Service (RBS) is conducting a pilot in this area funded by the Department of Work and Pensions which will provide solid evidence of the benefits and give the Council the choice about whether to roll the concept out to a wider pool of staff. CIS are working with RBS in support of this project. The lessons learnt from this project will influence how the Council will carry out home working in the future.

Home working for Council Members is in the process of being improved with a broadband service being provided where this is possible. The home working broadband service is being proven during the RBS home working project. Some Members will have their service upgraded as part of that pilot with a view to

rolling out the service to all those Members capable of receiving the service at the earliest opportunity.

4) Mobile Computing

Mobile computing is defined as the ability to connect to corporate information systems remotely from any location. It should not be confused with remote computing which is similar but is limited to access from fixed locations only. Remote computing has been available to Members and Officers for some years now.

Until now the only true manifestation of mobile computing has been the use of Blackberry devices but these have only a limited application in the area of real time e-mail messaging. There is clearly a business demand for mobile computing to enable connection to, and access of, corporate information and systems.

In those cases where there is a proven business need it is now possible to offer true mobile solutions. This will take one of two forms. Either a wi-fi solution which will provide connectivity from wi-fi "hot-spots" or through a G3 mobile phone connection. The former is the more cost effective but wi-fi coverage is patchy and tends to be limited to areas with a high density, transient population, typically in city centres, railway stations, coffee houses, university campuses etc. However, following trials in the Customer Contact Centre it will be possible to offer an in-house service to Members and staff, initially in the Customer Contact Centre and Committee Rooms but latterly in the rest of the Civic Centre especially in those areas which have adopted open plan office arrangements.

The G3 service will tend to be the service that will be offered as a standard offering to those needing a mobile computing facility. Because these types of service are only available at a premium, the business case will have to be approved on a case-by-case basis before proceeding. It should be noted that the quality of the service will not equal that provided by a direct physical connection but will be adequate for most standard applications.

Additionally, the remote computing facility will be upgraded. Currently it is only possible to use this service from fixed, pre-defined locations. The service will be

enhanced to enable authorised users to connect to the corporate network from any fixed location in a secure manner. It is anticipated that this will prove suitable for the majority of users needing remote access.

5) Continuing development and updating of Council's IT Infrastructure

The IT infrastructure is defined as those building blocks upon which systems and applications rely on being present in order to function. It is the intention to continue to invest in the Council's IT infrastructure to ensure that it provides a robust and up to-date backbone upon which future Council initiatives can take advantage of. The investment will take place as part of the normal repair and renewal programme and as any other opportunity arises. The key elements of the investment program are:-

Civic Centre – During 2005-06, increase network bandwidth 10 fold utilising Switched Ethernet backbone delivering Gigabit to capacity to the desktop running over Cat 6 cabling. A wireless connectivity solution was demonstrated in the Customer Contact Centre with success but is not deemed suitable for mainstream applications at this point.

Other locations – When new installations are commissioned, or existing installations are upgraded, they will be done so to the Civic Centre standard. It is important that all Carlisle sites conform to the same infrastructure standards to ensure a common capability regardless of location.

Wide Area Network – Connectivity between the various Council premises is provided through a mixture of wireless and lease lines. These will need to be updated to allow for the increasingly network hungry nature of applications. Wherever possible we will utilise the network capability of Project Access – the Cumbrian Broadband initiative –, which offers the possibility of scaling up throughput in a cost effective manner.

Corporate Servers – The main server for corporate applications will remain Sun UNIX servers running the Solaris operating system. As part of the implementation of the Customer Contact Centre this server has recently been upgraded and will need no further upgrades for the next three years. There is

one other UNIX server in operation at Carlisle. This operates at Bousteads Grassing and it is the intention to migrate this server to the main server at the Civic Centre and consolidate on one server. However, consideration will be given to maintaining the Bousteads Grassing server in order to provide resilience and an element of contingency for disaster recovery purposes.

Disk Storage – Three years ago the Council invested in a Storage Area Network (SAN) disk array to create a centralised corporate disk storage facility. After a series of upgrades this is now effectively full. Part of the problem is that there are no effective limits on what information the Council stores or how long it's stores it for. The storage facility is treated as an unlimited resource. However, no resource is limitless and there is a price to be paid for reckless consumption of a finite supply. In the short term the Council will need to procure a 2nd. SAN to deal with the immediate storage needs.

Demand for disk storage is insatiable and shows no sign of diminishing with new applications in particular being particularly resource intensive. The short-term palliative of continually buying new storage is not sustainable. Action is needed to curb this demand and policies will need to be developed, aligned with the Information Strategy, to ensure that storage is used efficiently. The current mindset of keeping everything "just in case" needs to be replaced with a more rationale method of keeping information structured around the information and statutory requirements of the Council. Greater planning is needed in the use of storage rather than letting usage evolve naturally. A range of options will be examined to produce a firm policy in this area. These could range from charging by usage to mandatory disposal dates for information. The possibility of setting size limits of mailbox will be examined.

 The Council's Information Strategy will play a lead role here in determining the life cycle for information and procedures will be developed to implement guidelines arising from the Information Strategy and automatically enforcing them.

The combination of physical system limits and enforced Information Strategy guidelines should act as a powerful force to ensure people start to think about why and how they store information.

Security – Companies worldwide are suffering from a global and real threat to their IT systems from a growing number of hackers who use methods of increasing sophistication. Local Authority sites are as at risk as any of these commercial companies. To date the Council service has been well protected and managed to avoid any major problems with its' service. However, there is a growing threat from a new breed software attack, which are initiated solely by users visiting web sites. This is noticeable at the IT Service Desk where there is an increased incidence of calls being made which relate to types of viruses known as Addware, Spyware & Trojan software. It is clear that during the coming year that security of the Council's IT service will need to be strengthened to counter this threat.

Out of Office Hours Service - As more Council services are presented electronically, there needs to be greater emphasis placed on ensuring that these services are both resilient and secure to ensure customers using them have confidence in their usability and availability. Currently these services are the Cinderella services. If they fail outside of office hours they are neglected and ignored until normal Council hours when any problems are picked up and corrected. This would not be acceptable with any other Council service. On-line services need to be recognised as 24x7x365 services with the appropriate support. In order to avoid an impact on the reputation of the Council, consideration will be given to providing some sort cover to ensure that customer expectations are not disappointed when attempts are made to use these services outside of normal office hours.

Server Rationalisation – Consolidation in the number of computer servers into a smaller number of larger servers was established as part of previous IT Strategies. Although this has improved the situation, this still means the Council is engaged on a continual cycle of upgrade and replacement of servers. There are several different procurement methods by which this could be addressed. In particular, some manufacturers employ a model whereby customers contract to different levels processing power independent of the underlying hardware. As processing requirements grow the Council would subscribe to higher levels, which the supplier would undertake to deliver. The method by which this was done would be left to the manufacturer rather than the Council. This would break the cycle of server replacement and efforts of IT staff would concentrate on capacity planning and resource assessment rather the procurement of the lowest

cost hardware. This fixation on underlying hardware would be broken and be a thing of the past for future IT strategies.

Personal Use – The Council has always has always adopted a relaxed attitude to staff and Members using computer equipment for personal use during their own time. The rationale being that it encouraged take up of IT and, as a by-product, improved skills and knowledge. However, there have been occasions where this personal usage has had an operational impact. Therefore, during the life of this strategy a set of guidelines will be developed that clearly states the boundaries of personal use of computer equipment.

Middleware - There are a number of key products which sit behind the scenes and provide the "glue" which link applications together and enable them to be linked. The generic term for these products is middleware. Although hidden from view these are key products that enable the Council to present its services in a joined up manner. Wherever possible, when applications need to link with other applications, they will utilise these products which will become the standard method of interfacing Council IT applications:-

- Mandoforms – Intelligent electronic forms design product to create work packages
- L-Gol Net – Message routing and transformation product which enables business rules and decisions to be applied to work packages between applications
- E-Works – Workflow products to assist packets of work to be routed and tracked around the organisation

 6) Core products and services

To achieve the most from the available investment in ICT there needs to be a degree of standardisation about computer products the Council uses. This standardisation has the benefit of facilitating collaborative working, reducing the support requirement and allows for more efficient procurement. Whilst wishing to remain flexible in responding to individual business needs there has to be recognition that when individual business solutions are procured there is an overriding corporate requirement to met this standardisation condition. Therefore during procurement of solutions the core products and services in use throughout the Council have to be recognised as forming part of the selection criteria.
ICT Implementation Strategy – Version 1.5

Proposed solutions, which incorporate non-standard elements, may only be procured after the approval of the Head of Customer & Information Services has been given.

These core standards and products are listed in Appendix C.

7) Introduction of Corporate Document Image Processing (DIP)

The current Revenues & Benefits DIP system is a true and fully developed DIP system in the sense that it forms part of the work flow, and is fully integrated into, their business processes. The system they use is capable of being developed and being used on a corporate basis. A start on this is being made in the area of invoice processing by Financial Services. Other Business Units have expressed an interest in the use scanning technology for their business use. The development of DIP will aid the corporate accommodation review and produce savings for the Gershon review.

8) Rationalise Printing, Photocopiers, Computer Printing, Fax and Print Room

At present the Council's printing requirements are met from either one of these three methods. However, these three printing methods are managed separately by different parts of CIS. In future, responsibility for supporting these facilities will reside within one part of the Business Unit, namely the Reprographics Team, who will support and co-ordinate all printing requirements across the Council.

Additionally, each Business Unit currently determines locally how their own printing requirements will be met. Whilst not wanting to move away from the principle of local self determination of print solutions this needs to be done within a framework which provides guidance on the most cost effective printing method, without compromising on usability but at the same delivering these in a technically transparent way. Printing solutions have been converging together for some time. The print industry have been developing devices that have cross over in many functional areas such as networking, scanning and e-mail integration. Previous IT Strategies have determined that procurement of printing solutions are aimed at purchasing devices which are technically aligned with a view to a future consolidation. The time for that consolidation has come.

A new approach is proposed that will, wherever possible, :-

1. Treat all photocopiers, computer printers, fax and bulk printers as possible devices for the output of printed medium

2. Software will be introduced that will give the user options on which devices they want their output directed. It will also facilitate a rules based approach to printing. E.g. large numbers of copies or large volume prints could be directed to more cost effective printers

3. Software will be introduced that shows greater transparency on the true cost of printing which will allow for a later introduction of performance management targets in this area

4. Locations of devices will be re-assessed to ensure that they are in the best location for sharing print loads

5. Repairs & Renewals contributions for all photocopiers, computer printing and bulk printers will be centralised to ensure that printing requirements can be directed to the area of greatest need

9) Desktop Strategy

□ The set of office productivity tools most commonly used at Carlisle is Microsoft Office 97. Although these tools are eight years old now they are more than adequate for most staff needs. However, these tools are in urgent need of replacing as Microsoft does not currently support them and they will increasingly hard to use in conjunction with other supplier's products. There are alternative open source solutions though these attract a cost in terms of higher support costs, as they are still not fully developed. In addition there will be a significant cost arising from the cost of migration between the application. The route for replacing desktop software through open source software does not appear viable at this time.

To resolve the problem of aging desktop software the Council will investigate the possibility of entering into an appropriate Enterprise Licence agreement with Microsoft to enable it to have the latest versions of desktop software and products available throughout the organisation during the coming three years.

□ Desktop Devices
As part of the review of software licences detailed above the possibility of regularising the procurement of desktop devices (PC's) will be investigated

with a view to enabling managers to know with certainty how and when their desktop equipment will be replaced.

10) Desktop Disaster Recovery Strategy

Although the IT service was resilient and recovered quickly during the recent flood it was apparent that the existing disaster recover arrangements only covered part of the service. There are gaps particularly in the provision of a desktop service (including e-mail and internet access), telephony and information management. The Unit's disaster recovery plan will be updated to cover these areas.

The experience of Carlisle has prompted other Cumbrian Council's ICT providers to consider their arrangements in the area of disaster recovery and there are indications of a desire to work collaboratively in this area. The possibility of joining with other Cumbrian Councils, through the Connected Cumbria Partnership, to deal with this business requirement will be investigated.

11) Convergence of voice & data

Previously telephony and computer traffic were considered to be separate and were treated as such. This in effect meant that two separate networks had to be created and maintained within each Council building, one for data and one for voice, even though they might share the same physical cabling. A similar situation would arise when connecting different locations together with different company circuits being needed to carry the different types of traffic. Apart from the cost brought about through such duplication there was little possibility of integrating voice and data applications. Where these were needed, such as in voice mail, this was expensive.

However, new network equipment now allows this traffic to be run together. To take advantage of this will require a refresh of the Council's physical network infrastructure as detailed above. It is the intention to move over time, through a natural process of upgrading and updating, to a situation where all Councils IT infrastructure at all locations has the capability of running converged voice and data together under a system known as Voice over IP (VOIP).

In addition, external telephone and voice circuits between different locations will be rationalised wherever possible to ensure that sharing of circuits will take place in a more cost-effective manner.

12) Telephony Strategy

Telephone Switch - As a result of the flood the telephone switch has been replaced and relocated from the basement to the 2nd. Floor of the Civic Centre. This development will cover the telephony requirements of the Civic Centre for several years to come. The switch service within the Civic Centre will be a VOIP system in line with the voice and data convergence initiative detailed above.

Featurenet - Telephone connectivity between the various Carlisle sites is carried out using the BT Featurenet service managed by the County Council. The Featurenet contract is now expired and, in conjunction with other Cumbrian Authorities, alternatives are being investigated. During the lifetime of this strategy a new service, probably pan Cumbrian, will be introduced. It is likely to be a VOIP. Essentially this will enable voice traffic to be carried over existing data circuits which should result in a significant cost saving.

Mobile Phones - The corporate contract for mobile phones is due to be renewed. As part of the contract negotiations it is the intention that handsets will be replaced with new models when existing contracts expire.

G3 - has been considered but the service available from existing providers is not developed enough to be adopted at this time.

Blackberries - Will be reassessed to ensure that they are still the most effective solution, in terms of functionality and cost, to the business connectivity need they address.

13) Information Systems Group (ISG)

The main themes sketched out above provide the background against which the Council will deliver IT projects during the lifetime of this strategy. The decision to proceed with major ICT initiatives will be taken by the ISG which will then be

ICT Implementation Strategy – Version 1.5

subject to the normal decision making processes of the Council. The current ICT initiatives across the Council have been assessed and are included in Appendix B. This covers the known current projects and will be subject to a three monthly review by the ISG. Some major projects that are scheduled for completion in the next three years are:-

- Customer Contact Centre

The flood had a major impact on the development of the Customer Contact Centre and the systems that underpinned it. Although physically the Centre was complete there was still much work to be carried out on information systems, linking to back office systems and the electronic interface for the public all still needing to be developed. In addition, Phase 2 of the project still needs to be scoped and delivered.

- Environmental Services

This service has a major public facing element to it and interacts with other Council services at many levels. However, it's business function has suffered from an under investment in IT and the information systems in place need updating. A review by the Interim Executive Director with responsibility for this service has concluded that a centralised IT system is needed. ISG will give this recommendation the highest priority and seek an early delivery for delivery of the new system.

- CTS & IBS Contractor Plus System

CTS have traditionally made heavy investment in IT in order to provide an effective and efficient service. The IBS system is critical to the day to the day and strategic operation of CTS. However, it is now twelve years old and needs to be updated to a more modern system that will support greater interoperability with other Council systems, mobile working, GIS functionality and multi-media capability. There is the possibility that the requirements for this service could be merged with those of Environmental Services and be run from one system. This will be explored as part of the systems definition.

- Payroll & Personnel System

Supplier support for the current payroll and personnel system (Open Door) will cease in March 2007. Preparations need to start this year to replace this system. The possibility of a joint procurement of a replacement system with other Cumbrian authorities will be investigated.

14) Staff Development

The Council currently supports staff in the use of ICT systems through the existing "End User ICT" programme which is maintained and run by MSES. This will be constantly reviewed to ensure it is up to date and will continue to be amended and improved in line with this ICT Strategy.

Additionally, to ensure that all new staff are aware of the ICT facilities available to them within the Council and how to access these there will be a review of the contribution CIS make to the staff induction sessions.

Unless staff are fully competent in the use of the ICT tools and systems that are implemented within the Authority, then the full benefit of the investment the Council makes in these systems is unlikely to be realised. Therefore it will become a mandatory requirement that any new project resulting in the implementation of a new ICT system or significant changes to an existing one, includes training as part of the project plan.

15) Community Support

The Council's ICT Policy pledges that wherever possible to support and provide access to ICT services to the wider community, particularly neighbourhood and voluntary groups. Currently the Council provides ICT access to a number of groups and organisations but some commercial organisations are also included. The circumstance under which this access has been granted has been historical and is provided in an ad-hoc manner. The basis under which access is granted needs to be rationalised with an agreed method for assessing provision of such a service, agreed service levels, and, where appropriate, charges. During the lifetime of this strategy this aspect of ICT activity will be re-visited and proposals to formalise this area of community support will be produced.

National Priority Outcomes

Outcome & Transformation Area Description	Current Status	Anticipated status at 31/03/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R1 Parents/guardians to apply online for school places for children for the 2007 school year. The admissions process starts about a year before the beginning of the school year, e.g. September 2006 for 2007 entry.	Red 01/10/2004	Red 01/10/2004	Amber 11/11/2005	Green 31/03/2006
	Cumbria County Council : Currently under Investigation. School places team is currently reviewing the school's admission process.			
G1 Development of an Admissions Portal and / or e-enabled telephone contact centre to assist parents, carers and children in their choice of, and application to local schools	Red 10/11/2003	Red 10/11/2003	Amber 11/11/2005	Green 31/03/2006
	Cumbria County Council :We have the Capita's EMS online admissions software. We are currently in the planning stages.			
R4 Local authority and youth justice agencies to co-ordinate the secure online sending, sharing of and access to information in support of crime reduction initiatives in partnership with the local community.	Amber 01/05/2004	Amber 01/05/2004	Green 15/12/2005	Green 15/12/2005
	Cumbria County Council :The youth offending team is currently implementing a secure email to co-ordinate the secure, sending, sharing and access of sensitive information. Over time, it is planned that other partners will be connected to the secure email service.			
G2 Empowering and supporting local organisations, community groups and clubs to create and maintain their own information online, including the promotion of job vacancies and events.	Amber 01/11/2004	Amber 01/11/2004	Green 31/12/2005	Green 31/12/2005

	This initiative is being progressed through rollout of the Council's Content Management System.			
G3 Citizen participation and response to forthcoming consultations and decisions on matters of public interest (e-consultation), including facility for citizens to sign up for email and/or SMS text alerts on nominated topics.	Amber 01/02/2004	Amber 01/02/2004	Green 30/06/2005	Green 30/06/2005
	The E-citizen Consultation module of the Capita CRM system is scheduled to be deployed in the first half of 2005.			
R7 Online public reporting/applications, procurement and tracking of environmental services, includes waste management and street scene (e.g. abandoned cars, graffiti removal, bulky waste removal, recycling).	Amber 01/02/2004	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	To be introduced as part of the Council's CRM system, utilising Electronic Forms & Workflow.			
G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.	Amber 01/11/2004	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	3 Phases Planned. Internal "power" users live. Intranet usage within 3 months and public access by the end of the year.			
G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes.	Red 01/11/2004	Red 01/11/2004	Green 15/12/2005	Green 15/12/2005
	Cumbria County Council :e-TSN is currently under investigation. We are looking to cleanse our data as our first initial step towards the take up of the e-TSN national project			
G7 Use of technology to integrate planning, regulation and licensing functions (including Entertainment Licensing and Liquor Licensing) in order to improve policy and decision-making processes around the prevention of anti-social behaviour.	Amber 01/10/2004	Amber 01/10/2004	Green 31/12/2005	Green 31/12/2005

	Continuing development of Lalpac Licensing Package and Electronic Forms.			
G8 Establishment of a single business account (i.e. a cross-departmental 'account' run by the local authority whereby businesses are allocated a unique identifier that can be stored and managed via a corporate CRM account facility supporting face-to-face, website and contact centre transactions).	Amber 13/12/2004	Amber 13/12/2004	Green 31/12/2005	Green 31/12/2005
	Primarily to be controlled via the Corporate CRM and linked to back office information systems.			
G9 Regional co-operation on e-procurement between local councils.	Red 01/06/2004	Amber 01/03/2005	Green 31/12/2005	Green 31/12/2005
	Corporate procurement group established whose remit covers joint and e-procurement			
R11 Delivery of 'added value' around online payment facilities, including ability to check Council Tax and Business Rate balances online or via touch tone telephone dialling.	Amber 01/10/2004	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	Will be available through Public Direct Modules as part of the Council's rollout of CRM in March 2005			
G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Amber 01/04/2004	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	In conjunction with the supplier will be available in April 2005			
E9 Adoption of smart cards as standard for stored payments (e.g. replacing swipe cards).	Not under consideration at the moment.			
E10 Agreed baseline and targets for reductions in unit costs of payment transactions.	Council prize awarded in 2003/04 for the greatest in Direct Debit take-up			
Otherwise you may leave this				

row blank.				
R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations.	Amber 01/02/2004	Amber 01/02/2004	Green 31/12/2005	Green 31/12/2005
	Limited booking for events already available with plans to produce an electronic form to facilitate booking with contracted out organisations.			
R15 Online public e-consultation facilities for new proposals on traffic management (e.g. controlled parking zones (CPZs), traffic calming schemes), including publication of consultation survey results.	Green 01/09/2003	Green 01/09/2003	Green 01/09/2003	Green 01/09/2003
	Cumbria County Council : The County's Research Officer currently manages our online consultation. Consultation for traffic calming schemes can be found on our consultation database.			
G13 E-forms for parking "contravention mitigation" (i.e. appeal against the issue of a penalty charge notice), including email notification of form receipt and appeal procedures.	Amber 13/12/2004	Amber 13/12/2004	Green 31/12/2005	Green 31/12/2005
	To be delivered via Electronic forms and linked to the Corporate CRM system.			
G14 GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.	Red 05/07/2004	Red 05/07/2004	Amber 01/12/2005	Green 31/03/2006
	Cumbria County Council : Capita's Postbox went live on the 5th of July, 2004. Phase III of this Project will include the GIS Presentation of Information on roadworks on the web.			
R17 Online facilities to be available to allow citizens or their agents to check their eligibility for and calculate their entitlement to Housing & Council Tax Benefit and to download and print relevant claim forms.	Red 01/02/2004	Red 01/02/2004	Green 31/12/2005	Green 31/12/2005
	On-line benefits claim form will be available from supplier in Dec 2005			
G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit directly from citizens homes.	Amber 20/12/2004	Amber 20/12/2004	Green 31/12/2005	Green 31/12/2005

	Part of the Home Working initiative detailed in a DWP bid.			
R19 Remote web access or mediated access via telephone (including outside of standard working hours availability) for authorised officers to information about individual 'care packages', including payments, requests for service and review dates.	Amber 04/05/2004	Amber 04/05/2004	Green 31/12/2005	Green 31/12/2005
	Cumbria County Council :Social services recently launched the self-referral online request for service. This service enables members of the public and professional from other agencies to apply for s ervices over the internet. The online forms are easy to complete and is available 24 hours a day, 365 days a year. The service is fully compliant with the national assessment frameworks for both children and adults. It makes local access to social services easier for the people of cumbria. Mobile working is currently being piloted within the social services children's service as part of the ICS exemplar project as well as the financial as part of the NOMAD national project.			
R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff.	Amber 20/12/2004	Amber 20/12/2004	Green 31/12/2005	Green 31/12/2005
	Due for completion in May 05 as part of the DWP project. Members have these facilities already.			
R23 Self-service or mediated access to all council services outside standard working hours via the Internet or telephone contact centres (i.e. available for extended hours outside of 9am-5pm Monday to Friday).	Amber 01/11/2004	Amber 01/11/2004	Green 31/05/2005	Green 31/05/2005
	To be rolled out as part of the Cumbria Information Hub project.			
G19 Adoption of ISO 15489 methodology for Electronic Document Records Management (ERDM) and identification of areas where current records management policies, procedures and systems need improvement to meet the requirements of Freedom of Information (FOI) and Data Protection legislation	Amber 01/06/2004	Amber 01/06/2004	Green 01/04/2005	Green 01/04/2005

	Scheduled as part of the Freedom of Infomation(FOI) project plan.			
G21 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS).	Amber 01/04/2002	Amber 01/04/2002	Green 01/04/2005	Green 01/04/2005
	Compliant for e-GIF and working towards the e-GMS standard.			
If already 'green' on R23 , R24 , G19 , G20 & G21 above please comment on				
R25 Online publication of Internet service standards, including past performance and commitments on service availability.	Red 01/02/2004	Amber 01/01/2005	Green 31/12/2005	Green 31/12/2005
G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Amber 01/02/2004	Green 01/02/2005	Green 01/02/2005	Green 01/02/2005
	This will arise out of the performance management element of the Council's CCC project where channel migration is one of the benefits to be realised.			
G23 Adoption of recognised guidelines for usability of website	Red 01/02/2004	Amber 01/02/2005	Green 31/12/2005	Green 31/12/2005
	Will look to adopt as part of Content Management System rollout.			
R29 100% of email enquiries from the public responded to within one working day, with documented corporate performance standards for both email acknowledgements and service replies.	Amber 01/02/2004	Amber 01/02/2004	Green 01/06/2005	Green 01/06/2005
	Part of CRM roll-out scheduled for June 2005			
G24 Integration of customer relationship management systems with back office activity through use of enabling technology such as Workflow to create complete automation of business process management.	Amber 01/02/2004	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005

	Capita Direct CRM software and Metastorms e-works are to used for general enquiry's in the short term. By March 2006, this will be replaces by the inherent workflow facilities in Capita Direct CRM			
G25 Facilities to support the single notification of a change of address, i.e. a citizen should only have to tell the council they have moved on one occasion and the council should then be able to update all records relating to that person to include the new address.	Red 31/05/2004	Red 31/05/2004	Amber 01/04/2005	Green 01/01/2006
	Project to provide such a service centrally from within Customer Services and linked to the back Office through the Councils strategic electronic forms and workflow packages will commence the first quarter of 05			

ISG – Identified ICT Initiatives – Programmed by Date

2004/05

EDI/BACSTEL Upgrades
Content Management System Dev-Members Web Pages
Extension of CLL IT support contract
FOI Requests Tracking System (via CRM)
Support for delivering E-gov initiatives
Ground Floor Network Upgrade
R&R Replacement Programme
IT Projection Equip inc Laptop - MSES
CIS -
Recabling Phone / IT Network
Members I.T. Equipment see below *
Enterprise Servers
Metaframe Solution
Network Disk Storage
RBS -
Document Imaging / Workflow
PLS -
I.T. Equipment actual reserve to date
Hardware / Upgrade Work actual reserve to date
Unix Processer CTS Bal of contribs

2005/06

Customer Service Improvement
Broadband for Members
City WiFi Initiative
Rollout Orbit Purchasing System
VLAN
Gazeteer Management System
Intranet
Records Management System/FOI compliance
HB Payments through BACS
Review of ESP Information Systems
Online Transport Enquiry Facility (R14)
Homeworking Policy to be developed (R21)
Publication of Internet service standards (R25)
R&R Replacement Programme

Electoral Register Software
Flexi Time System
CIS -
Desktop Kit Replacement
Members Facilities Extension
Rationalise Unix / Off System
Cash Receipting
Payroll / Personnel
Revenues
Hardware Implementation
Featurenet
G.I.S. Equipment
Rolling Desktop Replacement

2006/07

VOIP
Document Management System/Public Folder Replacement
R&R Replacement Programme
IT related items – MSES
IT Projection Equip inc Laptop – MSES
Rolling Desktop Replacement

2007/08

R&R Replacement Programme
Colour Printer – SPS
Laser Printer – SPS
Personal Computer – SPS
General Hardware /Software SPS
IT Equipment – Comms
Workstation update – Comms
General Hardware /Software Comms
Cash Receipting RBS
Hardware/Software – ECD
PLS – Acollade
Tourism Computer Equipment
Hardware / Software
Rolling Desktop Replacement

Core Council Products & Standards

Desktop:

Manufacturer	Hewlett Packard
Operating system	Windows 2000 Professional
Office productivity	Microsoft Office 97
Web Browser	Minimum of Internet Explorer 5.5 SP1

Printers:

Manufacturer	Hewlett Packard

Servers:

Manufacturer	Hewlett Packard
Operating system	Windows NT, Windows 2000, Windows 2003

Services:

Eail	Microsoft Exchange 5.5
Database	Ingres, Informix, SQL-Server 2000
Virus protection	Sophos Enterprise Edition
Server/File security	Omniback Data Protector

Communications:

Protocol	TCP/IP
Cabling	Category 5e and Category 6

EXCERPT FROM THE MINUTES OF THE EXECUTIVE
HELD ON 21 NOVEMBER 2005

EX.238/05 INFORMATION AND COMMUNICATIONS TECHNOLOGY POLICY AND PROPOSED IMPLEMENTATION STRATEGY (Key Decision)

The Head of Customer and Information Services submitted Report CIS.17/05 enclosing a further draft of the Council's Information and Communications Technology Policy and proposed Implementation Strategy, amended in the light of comments from consultees, including the Corporate Resources Overview and Scrutiny Committee.

Members noted that individual schemes under the proposed Implementation Strategy would require approval of the Executive where funding had not already been allocated. In addition, it was noted that the Connected Cumbria Partnership was investigating schemes which could be implemented through joint partnerships with funding being secured from the Office of the Deputy Prime Minister.

Summary of options rejected

None

DECISION

1. That the Executive recommends the Information and Technology Policy to the City Council for adoption.

2. That the Executive notes the proposed Implementation Strategy, whose progress will be monitored by the Corporate Resources Overview and Scrutiny Committee.

Reasons for Decision

To recommend the Policy document for formal adoption by the City Council.
To note the contents of the proposed Implementation Strategy which will be monitored by the Corporate Resources Overview and Scrutiny Committee.

EXCERPT FROM THE MINUTES OF THE CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE HELD ON 20 OCTOBER 2005

CROS.104/05 INFORMATION AND COMMUNICATIONS TECHNOLOGY STRATEGY

The Executive on 3 October 2005 (Minute Reference EX.190/05) had considered the comments of this Committee on the Information and Communications Technology Strategy.

The Executive had stated that they would take the comments of this Committee into account in revising the draft Strategy.

RESOLVED – That the Executive's response be welcomed and the Committee notes that the Strategy will be amended to reflect this Committee's concerns.

(iii)   the costs for non Council users being included in the document;

(iv)   a training plan should be included in the document;

(v)   a Glossary of acronyms should be included at the front of the document;