

Technology Strategy Progress Report February 2017



Agenda

- Internal Audit recommendations
- Progress to date
- Plans for the next 6 months
- Strategy review

Internal Audit Recommendations

- All 6 recommendations have been implemented within the timescales agreed with Internal.

Progress to Date – Cloud Hosting

- Email protection and archiving:
 - Service implemented in August 2016.
 - Positive feedback from members and staff.
- Cloud Infrastructure as a Service(IaaS):
 - Authentication and ID services.
 - Single Sign On (SSO)

Progress to Date – Salesforce

- First services went “live” in August 2016.
- Even more services coming on-stream.
- Salesforce based IT Help Desk went “live” in November.
- Closedown previous CRM application in April, will save £65,000.
- Review of Salesforce roadmap in June.

Next 6 months

- Phase 3 and 4 of the Salesforce Development Roadmap.
- Start rollout of Office 365.
- Implement cloud based “computer room” prior to the migration of applications.

Strategy Review

- Formal review of strategy to start in July, will consider:
 - Alignment with strategic direction of the council.
 - Technological advancements.
 - Legislative and Regulatory, i.e. GDPR.
 - Resources, i.e. technical staff.
 - Finance

Summary

- Development of Salesforce platform proceeding on schedule.
- Migration to the cloud proceeding on schedule.
- Budget for implementation of strategy included within latest council budget.
- Plans in place for next 6 months
- Planning underway for next 6 to 18 months, along with review of strategy.