



**ARTICLE NO: 2B**

**CORPORATE AND ENVIRONMENTAL  
OVERVIEW & SCRUTINY COMMITTEE:  
SEPTEMBER 2016**

**MEMBERS UPDATE 2016/17  
ISSUE: 2**

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**Article of: Borough Transformation Manager and Deputy Director of Housing and  
Inclusion Services**

**Relevant Portfolio Holder: Councillor I Moran**

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**SUBJECT: ICT STRATEGIC PLAN**

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Wards affected: Borough wide

## **1.0 PURPOSE OF THE REPORT**

1.1 To provide Members with an update on the WLBC ICT Strategic Plan.

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## **2.0 BACKGROUND**

2.1 The WLBC ICT Strategic Plan sets out the high level strategic direction for ICT development. It identifies the ICT priorities and specific actions to deliver business benefits for the Council. The strategy is delivered on our behalf by BT Lancashire Services.

2.2 The ICT Strategy is reviewed annually against the Council's corporate priorities to ensure the current and future objectives of the Council can be met.

2.3 Implementing strategy actions can result in lengthy and complex projects. Scheduling of project work may therefore run over certain financial years. Appendix 1 shows the progress on the key strategic actions for 2015/16 and Appendix 2 provides a summary of the ICT Strategy for 2016/17.

## **3.0 CURRENT POSITION**

3.1 Excellent progress was made on the identified priorities in 2015/16 as shown in Appendix 1. This included actions with completed outcomes (for example the email migration and Public Sector Network (PSN) compliance for that year), as

well as preparatory work for actions planned for 2016/17 (for example the reviews of SQL Server (database management system) and Software Asset Management (audit of licences)).

- 3.2 A key requirement for the Council is the annual process for retaining Public Sector Network (PSN) accreditation. PSN is a central Government programme designed to create one secure network for all UK public sector organisations. Accreditation is critical for the Council. For example, without it, the Council would be unable to access Department for Work and Pensions data and benefit payments could no longer be processed.
- 3.3 There has been substantial work involved in achieving the PSN accreditation to date, and further work has continued into 2016/17. Although the amount of work related to maintaining PSN is expected to reduce now that significant improvements have been put in place, there will be annual guidance released which the Council will have to adhere to in order to remain compliant.
- 3.4 Appendix 2 summarises the 2016/17 strategy currently underway. It includes: projects that are necessary for the Council's operations (for example SQL review actions/PSN compliance); efficiencies for both the Council and BTLS (e.g. application review, hardware refresh); developments that will enhance service delivery throughout the authority (Customer Relationship Management (CRM) and telephony); and projects that have no direct impact on the ICT offer in 2016/17, but are scoping exercises for potential future work that may provide significant benefits for the authority (e.g. cloud services, Microsoft Enterprise Services Agreement (ESA) and Electronic Document Management System), resources permitting.
- 3.5 Whilst the 2016/17 priorities and action plan are agreed in principle, the appropriateness of implementation will be given further consideration throughout the year taking into account funding and resource implications and any other impacts (see further comments at section 5).

#### **4.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

- 4.1 There are no significant sustainability impacts associated with this report and, in particular, no significant impact on crime and disorder. The report has no significant links with the Sustainable Community Strategy.

#### **5.0 FINANCIAL AND RESOURCE IMPLICATIONS**

- 5.1 There are no new financial/resource implications arising from this article in respect of implementing the ICT strategy. All costs have been met through existing budgets / resources.
- 5.2 As a strategic document, the strategy does not cover all ICT development work within the Council as certain ICT projects are undertaken within service areas. As well as providing development work, BT Lancashire Services continue to provide desktop, network, infrastructure and key applications support, and customer service desk support for staff and Councillors. However, as this work is not strategic in nature these areas are not covered within this document.

## **6.0 RISK ASSESSMENT**

- 6.1 The actions referred to in this report are covered by the scheme of delegation to officers and any necessary changes have been made in the relevant operational risk registers.
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### **Background Documents**

There are no background documents (as defined in Section 100D(5) of the Local Government Act 1972) to this Report.

### **Equality Impact Assessment**

The decision does not have any direct impact on members of the public, employees, elected members and / or stakeholders. Therefore no Equality Impact Assessment is required.

### **Appendices**

1. Summary Strategy Priorities 2015/16
2. Summary Strategy Priorities 2016/17



## Appendix 1: Summary Strategy Priorities 2015/16

Ref	Description of priorities	Rationale	Progress
M1	<p>PSN Accreditation</p> <p>Annual Government requirement</p>	<p>The following must be addressed to deliver PSN accreditation for 2015.</p> <ul style="list-style-type: none"> <li>• Penetration test and remedial actions from the results if required</li> <li>• Windows Server 2003 - upgrade all servers and applications on the Council's estate running on 2003. Estimated 54 servers and 250 applications.</li> <li>• Upgrade of Active Directory (AD) - current version becomes end of life in June 2015. AD is an essential tool which, for example, provides the directory of users so that permissions to use the network can be set; provides the IP address needed in order to access the Council network. Without AD the Council's network would discontinue.</li> <li>• Mobile Device management - Information used on corporate iPhone/iPad devices must be secured using accredited software.</li> <li>• Agility Platform – To ensure secure use of devices on WLBC network, e.g. laptops. This platform will mitigate the risk of unauthorised software installation and access to external storage media which can result in data leakage.</li> </ul>	Complete.
M2	Exchange Migration (Email)	Enables WLBC to utilise the Microsoft email exchange platform delivered for the County Council. Having the ability to use the platform will result in reduced spending from WLBC because licensing costs will be covered by the Microsoft Enterprise Services Agreement.	Complete
M3	SQL Review (platform on which	A review of the SQL old platform content to determine what the Council needs to do for PSN compliance in 2016.	Complete. Actions resulting from

Ref	Description of priorities	Rationale	Progress
	applications are run)		the review to migrate, destroy, archive or replace databases onto the new SQL server taken forward in the 2016/17 strategy.
M4	<p>Software Asset Management (Licences)</p> <p>Microsoft Enterprise services Agreement (ESA) true up</p>	<p>Ensures WLBC is fully licensed for all software usage so avoiding financial and reputational penalties for none compliance.</p> <p>WLBC must provide an annual Microsoft ESA declaration.</p>	<p>Review complete. Actions following review taken forward in the 2016/17 strategy.</p> <p>Annual declaration complete.</p>

## Appendix 2: Summary Strategy Priorities 2016/17

Ref	Description of Priorities	Rationale	Progress
M1	SQL review actions/ PSN Compliance	In order to retain PSN compliance, the council must migrate away from SQL 2005 platform (platform on which applications are run). Following actions from SQL review (M3 15/16), 16/17 action is to migrate, destroy, archive or replace databases onto the new SQL server.	For implementation. Work underway.
M2	Non-Microsoft Application Review	<p>WLBC currently use 700 applications with over 21,000 installations across the desktop estate.</p> <p>Following Strategy M4 15/16, 16/17 action is to analyse application estate and present opportunities to:</p> <ul style="list-style-type: none"> <li>• Reduce upgrade costs</li> <li>• Reduce license costs.</li> <li>• Improve work processes; impose efficiencies.</li> </ul>	For implementation. Work underway.
M3	Hardware Refresh and Refresh Policy work	<p><u>Hardware Refresh/standardisation</u> Replace models prone to performance issues or faults either due to age, specification, and/or are not in line with the standard specification. BTLS will also ensure routers and switches are standardised. Hardware refresh has been agreed with no cost to Council and is not dependent on putting a Refresh Policy in place.</p> <p><u>Refresh Policy</u> Proposed development of policy to ensure that kit remains in warranty and potential savings for WLBC outlined in terms of appropriate equipment deployment.</p>	<p><u>Hardware Refresh/standardisation</u> For implementation. Preparatory work underway.</p> <p><u>Refresh Policy</u> Further consideration/discussion underway.</p>
S1	Replacement CRM and Telephony Platform.	CRM/Telephony was progressed and approved as a growth bid in February 2016 due to CRM systems moving on significantly since the Council purchased the system in 2003. The current system does not have the required functionality to deliver services in the way that customers now expect or in the most efficient way for the Council.	For implementation. Work underway.

Ref	Description of Priorities	Rationale	Progress
S2	Cloud services	<p>BTLS/WLBC to consider how the council can best utilise Cloud capability and which services are most appropriate to move from on premise to web based infrastructure. Benefits can include reducing infrastructure upgrade costs; increased remote access to core services; better disaster recovery capability.</p> <p>The Government has adopted a “cloud first” policy whereby purchasing through the cloud should be the first option considered by public sector when buying ICT products and services.</p>	For further consideration/development.
S3	Electronic Document Management System (EDMS)	Consider existing EDMS arrangements and review opportunities to improve document management and therefore organisational efficiencies in light of these.	For further consideration/development.
S4	Microsoft Enterprise services Agreement (ESA) renewal	<p>Following on from 15/16 M4 strategy work.</p> <p>Fully utilising the Microsoft Enterprise Services Agreement and renewal options (WLBC are licensed to reuse and share BTLS platforms for future upgrades). A review in 2016 ahead of ESA renewal (if progressed) for 2017.</p>	For further consideration/development.