

From: Gary Cooke, Cabinet Member for Corporate and Democratic Services

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To: Policy and Resources Cabinet Committee

16 January 2015

Subject: Technology Strategy

Classification: Unrestricted

Electoral Division: Not Applicable

Summary: The attached strategy outlines the future use of technology in support of council services, the proposed technology roadmap and sourcing approach to achieve maximum return on investment.

Recommendation(s):

The Policy and Resources Cabinet Committee is asked to consider and note the 2015-2018 Technology Strategy

1. Introduction

- 1.1 Technology strategy was last updated in 2012 to align with the review of the customer services strategy. Changes in the technology market and the progress towards implementing 'Facing the Challenge' provide the context for the revised strategy attached.
- 1.2 As the council's core technologies continue to offer an effective return on investment and the cost and disruption of transition to alternative solutions would be significant, no major changes in technology infrastructure are proposed.
- 1.3 Development of 'Cloud' solutions that meet the security standards acceptable to UK government has increasingly become available. This method of accessing technology on demand is outlined in the strategy and has been the main driver of the technology roadmap for the medium term.

2. Financial Implications

- 2.1 The medium term financial plan proposes efficiency targets for the ICT Division of the order of £4.3M. Ambitions to maximise income generation through trading will be sustained and continue to be explored through Facing the Challenge activity. The objective of updating the technology strategy is to ensure that in parallel the most cost effective technology solutions are utilised while maintaining service levels and security standards.

3. The Report

- 3.1 Service and financial pressures on the council are anticipated to increase in the medium term. This will be accompanied by a corresponding growth in demand for technology at a time when the cost of support services needs to be managed downwards. This sets the parameters that have to be addressed by the ICT strategy.
- 3.2 With the increased use of technology it is essential that this is resilient and that high levels of availability are maintained. The technologies must also be easily configured and updated to reflect the requirements of the council through a period of extensive change. The trend for reducing unit cost of technology overheads must continue.
- 3.3 The updated strategy focuses on these concerns by placing emphasis on the need to move to more cost effective methods of accessing technologies, rather than any significant change in technology platform. By reducing infrastructure costs, investment can be prioritised on the systems supporting direct services and transformation.
- 3.4 Within the period covered by the strategy the systems supporting social care will need to be upgraded to meet the requirements of the Care Act. For services for younger people associated systems require far higher levels of integration with greater focus on prevention. The improvements in systems supporting specialist children's service need to continue and support for higher levels of mobility and remote access are required across all business systems.
- 3.5 In implementing the technology strategy support for strategic outcomes will continue to be maintained. This will be delivered by assessing and prioritising solutions that support the Kent economy and the growth of the commercial technology sector in the county. The focus on public sector partnerships that drive economies of scale will also be maintained and build on the strong track record of success reflected in the Kent Public Services Network and Regional Data Centre.

4 Conclusions

- 4.1 Technology Strategy has been updated to align with the objectives and priorities of the council over the medium term. It reflects the finite resources available and balances the demand for technology against the requirement to reduce support overheads.

5. Recommendation(s)

Recommendation(s): The Policy and Resources Cabinet Committee is asked to consider and note the 2015-2018 Technology Strategy

6. Background Documents

KCC Technology Strategy 2015-18

7. Contact details

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