

# ICT Strategy Overview 2016 - 2018

Policy & Resources Committee  
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# ICT Vision

“Our vision is that ICT will be a key enabler for the development, delivery, improvement and transformation of Kent County Council and the services it delivers to citizens.”

# ICT Strategic Outcomes

- Provide staff, members, partners and citizens with ICT Services that fully exploit the benefits of technology.
- Supporting new ways of working and new service delivery models.
- Using information assets to support intelligence based commissioning and service delivery.

# ICT Strategic Outcomes Cont.

- Provide agile and flexible solutions to support evolving service and customer needs.
- Facilitating service directorates in embracing technology in the delivery of new service models.
- Ensure the Authorities ICT is managed within budget.

# Key Business Themes

The key business themes the strategy underpins are:



# Business Capabilities

Business capabilities required from ICT:

Mobile &  
Flexible  
Working

Digitally  
Enabled  
Workforce

Cross Agency &  
Commissioned  
Services  
Collaboration &  
Integration

Business  
Intelligence &  
Information  
Management

Scalability &  
Agility

Supporting  
Transformation  
of KCC Service  
Delivery

# Strategic IT Themes

ICT Technology roadmap and enabling projects will be shaped entirely in the context of these themes.

Managing  
Risk, Security  
& Compliance

Cost Effective  
Technology  
Delivery

Agile and  
Responsive IT

Exploiting  
information  
for business  
and customer  
insight

# ICT Principles

Our ICT principles set our direction of travel for technology and our aspiration for service delivery.





# Technology Choices



- ICT are undertaking an Analyse Phase, reviewing the Authorities technology needs.
- This review is being conducted by Microsoft, leveraging the benefits of our Strategic Enterprise Partnership.
- The outcome will provide a roadmap to leverage new technology delivery models
- Microsoft technologies equate to 60 – 70% of the Council's ICT Systems and Productivity Tools.

# Technology Choices Cont.



- Oracle technologies currently support key line of business systems, for example:-
  - Adult Social Care – Swift
  - Oracle e-business
    - HR
    - Finance
  - Business Intelligence

# Questions

