APPENDIX 1

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Priority Rating:

1 – critical in terms of scale of impact and/or to success of other actions

2 – wide scale impact and/or supports achievement of other outcomes

3 – clear benefits but importance may be outweighed by other actions

4 – ongoing area of work where further development is not required at this stage

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PROJECT/ACTION REQUIRED	PLANNED OUTCOME	Lead	Timescale	Priority Rating
PRIORITY 1: Transformation				
1.1 Develop the Council's Digital Approach Liaise with services to identify and promote development of digital technologies that support effective and efficient service delivery using insight from the Digital Maturity Assessment as a guide.	Expansion and enhancement of the use of digital technologies across services to improve the efficient and effective delivery of services and ways of working Measures: Increased number of services available to the public online Increased number of users of additional online services Increased use of digital technology to strengthen learning, teaching and assessment 10% increased use of digital technologies in key strategic projects	Info Sys Mgr	Mar 24/5 or per project	1
1.2 Develop Cloud Strategy Proactively investigate options to deliver efficiencies through the adoption of "cloud" / "online" services where they comply with PSN requirements, provide cost effective solutions and do not introduce unnecessary risk to the operation of the council.	Benefits of adopting cloud based solutions are identified and incorporated where there is a robust business case for doing so. Measure: 10% of services moved to the Cloud as assessed viable through agreed procurement and contract management procedures	Info Sys Mgr	Mar 25/6	2
1.3 Shared Services Participate in further development of a shared network protocol with NHS to enable improved capabilities for shared working with IJB.	Approach to shared services with NHS supporting future data sharing and joint working initiatives. Measures	Info Sys Mgr	Mar 2025	• 2

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PROJECT/ACTION REQUIRED	PLANNED OUTCOME	Lead	Timescale	Priority Rating
	Network protocol agreed and implemented enabling effective shared working for Health & Social Care.			
1.4 Intranet Improvement Further develop the intranet to provide secure access to all staff and to promote the intranet as a staff engagement vehicle.	Improved intranet facility with a clear focus on corporate communication that support the council's culture and the employee Measure: Secure access to interchange for all staff and underlying content Noticeboard functionality opened up to all council staff All staff have the facility to subscribe to alerts for council services	Info Sys Mgr	Oct 2024	2
1.5 M365 Project Complete the M365 project.	Collaborative working fully facilitated through implementation of M365 Measures: 90% online staff with access to M365 suite 90% online staff using M365 suite Increase in number of staff that feel they have the communication tools they require for hybrid working	Info Sys Mgr	Oct 23	2
1.6 Smarter Working: Support the Smarter Working project in embedding hybrid working in relevant areas	Hybrid working established as the norm. Council has the capacity to flex and contract homeworking in line with the organisational, national and regional requirements Measures: Equipment for hybrid meetings rolled out	Info Sys and ICT Infra Mgrs	Oct 23	2

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PROJECT/ACTION REQUIRED	PLANNED OUTCOME	Lead	Timescale	Priority Rating
	Infrastructure for expanded WiFi implemented in line with Smarter Working project plan 80% office based staff utilising mobile devices 80% office based staff working flexibly Reduction in number of fixed workstation requirements			
PRIORITY 2: Business Intelligence and Insight				
2.1 Master Data Management Continue with the development of a single trusted view of our customer to ensure consistency, accuracy and trust in the data held to the benefit of the customer and to add further efficiency to council services.	Development of a framework to establish a data sharing solution where data is requested once. Measures: Expansion of a golden record for those customers who contact the council.	Info Sys Mgr	Mar 2025/6	1
2.2 Data Sharing Share data, where appropriate, with council services and partner organisations to add value to council services.	Data requested once and shared across council services where appropriate. Measures: Data sharing agreements documented. Integration with back office systems and golden record.	Info Sys / ICT Infra Mgrs	Oct 24	1
2.3 Open Data / Access to Information Explore and enable data analytics, digital dashboards for staff, elected members and the public to view data and to better understand the underlying trends within their service and the actions required to address any issues or to improve services.	Develop approach and co-design with services use of big data to connect data, develop analytics to inform and drive service efficiency, access to accurate and timely information to enable informed decision making. Measures: Suite of datasets identified for inclusion within a digital dashboard environment.	Info Sys/ ICT Infra Mgrs	Mar 24	1

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PROJECT/ACTION REQUIRED	PLANNED OUTCOME	Lead	Timescale	Priority Rating
	Use of Power BI and Power Apps to mine and use big data effectively			
2.4 Usage Reports Develop usage reports for managers to understand how their service is making use of ICT.	To make best use of infrastructure used by services Measures: Usage reports for licences, equipment and access to systems.	Info Sys Mgr	Mar 25	3
2.5 Automated Monitoring Introduce automated system monitoring arrangements for our online services	Monitoring tools installed and configured to monitor customer service solutions to deliver regular performance reports and major system alerts. Measures: a) Daily reports produced. Alerts for major performance issues	Info Sys Mgr	Oct 2024	3

PRIORITY 3: ~~Compliance~~**Business Continuity and Cyber Security**

PROJECT/ACTION REQUIRED	PLANNED OUTCOME	Lead	Timescale	Priority Rating
3.1 Cyber Resilience Implement enhanced measures to manage cyber security and resilience risks	Enhanced measures for managing cyber security and resilience risks implemented through a planned and prioritised programme of work Measures: Plan implemented for enhanced risk based approach as per timescales 80% of online workforce completed e-learning modules	ICT Infra Mgr	Mar 25	1
3.2 Information security Review our ICT Security Policy to ensure that security controls are adequate and up to date.	ICT infrastructure and systems are secure and meet the required accreditation standards inclusively Measures: Continued PSN accreditation	ICT Infra Mgr	Mar 24	2

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PROJECT/ACTION REQUIRED	PLANNED OUTCOME	Lead	Timescale	Priority Rating
	Cyber essentials accreditation Improved accessibility scores			
3.3 Windows Desktop Maintain our desktop estate to ensure it is on a recent version of operating system and office productivity toolset.	Migration to latest version of Microsoft Windows / Office. Measure: All devices migrated.	Info Sys Mgr	Mar 25	2
3.4 Business Continuity Review our business continuity arrangements to mitigate against potential risk to position the council to deliver essential functions in the event of a disaster.	Development of a business continuity plan to ensure that services continue to operate during emergencies or disasters and contribute to corporate business continuity for wider impact events e.g. major power outages. Measure: Business continuity plan documented.	ICT Infra Mgr	Mar 2024	2
3.5 Secure email Migrate to the next generation secure email for PSN to continue to provide secure email solutions for communicating with government bodies.	Implementation of a secure email solution to ensure continued communication with other government bodies. Measure: Secure email blueprint solution implemented.	ICT Infra Mgr	Jan 2024	1
3.6 Support methodology Enhance the use of ICT support desk platform to introduce robust best practice processes and improved reliability and quality of service.	Consistent approach to support is provided across all aspects of the ICT Service. Measures: Evaluation/satisfaction tool implemented	Info Sys Mgr	Mar 2024	3
PRIORITY 4: Forward Planning				
4.1 Cloud Strategy Investigate options to deliver efficiencies through the adoption of "cloud" / "online" services where they comply with PSN requirements, provide cost	Benefits of adopting cloud based solutions are identified and incorporated where there is a robust business case for doing so. Measure:	ICT Infra Mgr	Mar 24	2

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effective solutions and do not introduce unnecessary risk to the operation of the council.	10% of services moved to the Cloud as assessed viable through agreed procurement and contract management procedures			
4.2 Corporate System Replacements Identify, plan and schedule large scale corporate system replacements	Corporate system replacements (Lagan, Care First, Content Management System) are robust, secure and suitable for a digital first Council Measures: Systems replaced within scheduled timeframes Compliance with procurement procedures and due technical diligence	Info Sys / ICT Infra Mgrs	As required	2
4.3 Corporate and Education network and device infrastructure Ensure appropriate technology is available to suit long term corporate and educational requirements, current refresh, network capability and schools own purchases	Corporate and Education users are well equipped with network capability and devices to carry out their work efficiently and effectively. Measures: Corporate refresh completed in line with budgetary allocation Education refresh completed in line with school requirements and budgetary and device allocation Network capability meets corporate and educational requirements Schools own purchases received, configured and delivered/installed efficiently and timeously	ICT Infra Mgr	Oct 2023	2
4.4 Application development Review mobile application development tools and standards.	Benefits of adopting mobile application development tools and standards identified and incorporated into forward plans. Measure:	Info Sys Mgr	Oct 2024	2

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PROJECT/ACTION REQUIRED	PLANNED OUTCOME	Lead	Timescale	Priority Rating
	Development of mobile application business case.			
4.5 Review the Unix Server infrastructure Review the Unix server infrastructure to ensure we continue to deliver value for money.	Benefits of continuing with the unix server infrastructure identified and incorporated into forward plans. Measure: Development of business case for unix server infrastructure.	ICT Infra Mgr	Oct 2024	1
4.6 Telephony Review the telephony strategy taking account of any residual potential for unified communications within the council to deliver further efficiency savings, linking with M365 implications where appropriate, accommodating PSTN shutdown and other relevant developments	Benefits of implementing a structured telephony strategy including potential for unified communications, PSTN shutdown and incorporating into forward plans. Measure: Development of a telephony strategy Development of options appraisal for demands arising from PSTN shutdown Business case for unified communications	ICT Infra Mgr	Oct 23	2
4.7 Rationalise Applications Review the application portfolio with a view to rationalising the number of applications in use throughout the council, reduce the number of systems to be supported and consolidate the number of data sources.	Benefits of system rationalisation identified and incorporated into forward plans. Measure: Development of a business case for system rationalisation.	Info Sys Mgr	Jan 2024	3
4.8 New Solutions Consider the potential for new solutions e.g. AI, Chatbots, the Internet of Things to deliver improvements to service delivery and efficiencies.	Benefits of implementing solutions eg. AI, Chatbots, IoT identified and incorporated into forward plans within Services. Measure: Number of new technologies adopted within Services	ICT Infra/Info Sys Mgrs	Mar 25/6	3