

ICT ACTION PLAN 2015

PRIORITY 1: Transforming Council Services				
PROJECT/ACTION REQUIRED	PLANNED OUTCOME	Lead Officer	Completion Timescale	Indicative Days
<p>1.1 <u>Mobile and Flexible working</u></p> <p>Complete rollout of technology for Tranche 7 (Education and Social Care)</p>	<p>Increase number of mobile devices</p> <p><u>Measure:</u> Installation of balance of: 59 dedicated laptops 15 pooled laptops 219 mobile phones</p>	PL (DM)	Per DBS (Apr 15)	Minor
<p>1.2 <u>Customer Services</u></p> <p>Lagan: Continue implementation across council services</p>	<p>Increase number of services provided through customer relationship management system</p> <p><u>Measure:</u> Configure 6 Council Tax and Benefits process areas within Lagan CRM</p>	PL (MG)	Per DBS (currently Nov 15)	Major
<p>1.3 <u>Information management</u></p> <p>Sharepoint: Continue implementation across council services</p>	<p>Council services consistently use electronic document management</p> <p><u>Measure:</u> 3 new services migrated to new sharepoint model</p>	PL (RP)	Per DBS	Major
<p>1.4 <u>Implementation: Employee Portal</u></p> <p>test and roll out proof of concept model to improve and simplify procedures,</p>	<p>Employee administration streamlined and managed electronically</p> <p><u>Measure:</u> 100% of services using portal to report sickness absence</p>	PL (MC)	Sep 15	Medium

ICT ACTION PLAN 2015

<p>2.5 <u>Digital Awareness</u>: support council staff to be familiar with the use of technology to encourage innovation and new thinking around service delivery.</p>	<p>Staff make use of council digital services and can apply to their workplace <u>Measures for 2015/16</u> All project team trained in agile methods Staff within target services trained in Digital methods</p>	<p>tbc</p>	<p>Mar 16</p>	<p>Medium</p>
<p>2.6 <u>Intranet Improvement</u></p>	<p>Improved intranet facility with a clear focus on corporate communication that support the council's culture and the employee <u>Measure</u>: user satisfaction measured in employee survey</p>	<p>PL (GS)</p>	<p>Jul 15</p>	<p>Large</p>
<p>2.7 <u>Unified Communications</u>: Options appraisal and feasibility report on technology to support communication between remote workers followed by development of pilot and implementation</p>	<p>Improved communication with flexible workers <u>Measure</u>: reduction in e-mail traffic to users</p>	<p>PL (GS)</p>	<p>Dec 2015</p>	<p>Major</p>

ICT ACTION PLAN 2015

PRIORITY 3: Technology for the Moray Classroom			
PROJECT/ACTION REQUIRED	PLANNED OUTCOME	Lead Officer	Completion Timescale
<p>3.1 <u>Schools Infrastructure</u></p> <p>Ensure the necessary infrastructure is in place to underpin future developments</p>	<p>Schools' ICT Infrastructure is fit for purpose and is highly available to support delivery of the curriculum. Increased wireless coverage to support future developments</p> <p><u>Measures:</u> 4 schools upgraded to IP telephony 15 network switches replaced 600+ devices replaced All devices upgraded to Windows 7 30 wireless access points installed Migrate 10 primary school servers tbc Replace 5 Secondary School servers Increase Primary Schools Storage by 25%</p>	PL (DM, MA)	Mar 16
<p>3.2 Enable collaborative working and use of key packages</p>	<p>ICT Infrastructure allows stable and reliable use of GLOW for video conferencing and collaboration</p> <p><u>Measure:</u> Increased use of Video Conferencing Technology available to suit long term educational requirements</p>	PL (DM, MA)	Jul 15
<p>3.3 <u>Strategy</u></p> <p>Work with schools ICT Strategy Group to deliver the ICT Strategy for Education and Social Care to enhance and support education delivery</p>	<p><u>Measure:</u> 20% of plan complete</p>	Mgr Infra (GC)	Aug 2016
			Major
			Minor
			Major

ICT ACTION PLAN 2015

<p>3.4 <u>Pupil Devices</u> Investigate options for providing 1:1 pupil devices at key stages of education including Bring or Buy your own device</p>	<p>Improved pupil access to technology to support learning <u>Measure:</u> Improving pupil:device ratio (in secondary/primary to be determined by schools strategy)</p>	<p>PL (DM)</p>	<p>Aug 2016</p>	<p>Medium</p>
<p>PRIORITY 4: Delivering systems and Infrastructure</p>				
<p>PROJECT/ACTION REQUIRED</p>	<p>PLANNED OUTCOME</p>			
<p>4.1 <u>Data Storage</u> Review if current arrangements to meet future demands</p>	<p>Determine longer term storage solution and associated costs <u>Measure:</u> Reduction in cost per Tera byte (TB) of storage if new solution implemented</p>	<p>PL (MA)</p>	<p>Dec 15</p>	<p>Medium</p>
<p>4.2 <u>Service desk</u> Secure updated software to manage service desk</p>	<p>Upgrade to service desk implemented so can provide reliable support to service users <u>Measure:</u> Help desk implemented and operational</p>	<p>PL (DM)</p>	<p>Mar 16</p>	<p>Medium</p>
<p>4.3 <u>Information security</u> Ensure that security control systems are adequate and up to date.</p>	<p>ICT infrastructure and systems are secure and meet the required accreditation standards. <u>Measure:</u> Continued PSN accreditation</p>	<p>Mgr Infra (GC)</p>	<p>Sep 15 (Assuming accreditation received) Dec 15 (if escalation process invoked)</p>	<p>Major</p>

ICT ACTION PLAN 2015

<p>4.4 <u>Infrastructure and device management</u> Programme to maintain ICT infrastructure and devices at the optimum level and to agreed standards</p>	<p>ICT Infrastructure is fit for purpose <u>Measure:</u> 90% completion of plan</p>	<p>Mgr Infra (GC)</p>	<p>Ongoing programme</p>	<p>Major</p>
<p>4.5 <u>Business Improvement projects and applications maintenance</u></p>	<p>Applications and systems are fit for purpose ICT meets services requirements <u>Measure:</u> 90% completion of plan</p>	<p>Mgr Apps (PMcD)</p>	<p>Per individual projects</p>	<p>Major</p>
<p><u>PRIORITY 5: Partnership Working</u></p>				
<p>5.1 Pathfinder North/ SWAN project</p>	<p>High speed broadband services available for council services at economic rate <u>Measure:</u> Migrate 10 sites by March 2016</p>	<p>PL (MA)</p>	<p>PFN to Mar 2016 Swan from Mar 2016</p>	<p>Major</p>
<p>5.2 Integration of Health and Social Care</p>	<p>consider the technology support requirements on interim and long term basis <u>Measure:</u> Direction is awaited as to the requirements and timescales for this project</p>	<p>Apps/Infra</p>		