



**REPORT FOR
DECISION**

**AGENDA
ITEM
10**

MEETING	SIX TOWN HOUSING BOARD
DATE	10 TH JUNE 2009
SUBJECT	ICT STRATEGY
STATUS	FOR PUBLICATION
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1. INTRODUCTION

1.1 This report details the draft Information and Communications Technology Strategy 2009-2014 (attached at Appendix A) which is for consideration by Board.

2. SUMMARY

2.1 A key priority of the organisation as set by Board in October 2008 is to ensure that Six Town Housings ICT systems are fit for purpose and meet business needs.

2.2 The scope of this ICT strategy is to provide a high level document which defines the strategic direction of the organisation rather than a project plan which details how and what service improvements and developments will be delivered.

2.3 This strategy is supplemented with an ICT service improvement plan (attached as an Appendix to the Strategy) which will be reviewed on an annual basis and which will contain more detail about future work programmes.

3. KEY ISSUES

3.1 IMPACT ON CUSTOMERS

3.1.1 The ICT strategy will enable us to respond to the needs of our customers in line with our commitment to using a systems thinking approach to service improvements. Before any new systems or developments are introduced there will be a complete examination of all related processes in order to identify all opportunities for improvement and efficiencies.

3.2 RISK MANAGEMENT

- 3.2.1 There is a risk to the organisation that having a fragmented approach to our ICT provision will impact on our service provision to customers. By having a strategy which sets out how we will shape future ICT developments based on customer demand, and by adopting a robust assessment of any new developments or required investments in ICT this risk is significantly reduced.

Statement from Director of Corporate Services	Implementation of this strategy will contribute significantly to risk management across the organisation by supporting the provision of high quality services to our customers and supporting our internal management systems.
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3.3 FINANCIAL IMPLICATIONS

- 3.3.1 The strategy introduces a requirement for all new ICT developments or investments to undergo a full cost benefit analysis completed by service areas working alongside the ICT team. Any business cases submitted will provide information relating to resource implications identified or potential efficiencies to be considered prior to implementation being approved.
- 3.3.2 Introduction of the strategy itself will not have any direct financial implications as roles required for its delivery are already established.

Statement from Finance and Business Development Manager	The centralisation of the ICT budget will enable the ICT Manager to consider all development requests from a strategic perspective to ensure that use of the budget is maximised and efficiencies are captured effectively.
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3.4 EQUALITY AND DIVERSITY IMPLICATIONS (include details of any issues that have been identified from the Equality Impact Assessment)

- 3.4.1 The ICT Strategy and Service Improvement Plan will support the organisation in understanding its customers and by enabling us to tailor our services appropriately.

3.5 STRATEGIC OBJECTIVES

- 3.5.1 The strategy supports directly delivery of the strategic objective of ensuring our ICT systems are fit for purpose and meet business needs. However, it is also recognised that implementation of the strategy and the ICT Service Improvement Plan is fundamental to the delivery of all our service objectives.

Statement from Chief Executive	Adoption of the ICT Strategy will support the delivery of the organisations strategic priorities and planned service improvements.
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4. RECOMMENDATIONS

4.1 Board are asked to approve the draft ICT Strategy subject to any amends which may be proposed during discussions at the meeting.

5. BACKGROUND

- 5.1 A previous ICT strategy proposal was considered by the Resources and Performance committee in March 2008. However, this strategy was never taken to Board for approval and has remained as a draft working document since that time.
- 5.2 In light of the significant changes which have happened across the organisation over the last twelve months, and the outcomes from the Audit Commission inspection it was felt appropriate to revisit the strategy proposal and look to develop an ICT Strategy which reflects the current position of the organisation, and our vision for the future.
- 5.3 This draft strategy has incorporated some of the development work previously undertaken and considered the strategic priorities as set by Board in October 2008.
- 5.4 The draft strategy was considered by the Corporate Services Committee in April 2009, and a number of amendments were made to the strategy in response to their comments.

6. CONSULTATION

6.1 Consultation with staff is undertaken on an ongoing basis via the ICT Working Group. In addition to this, formal and informal consultation information will feed into service developments via the monthly performance reviews to ensure that ICT developments continue to assist the organisation to meet the needs of customers.

TRACKING/PROCESS

EMT	WORKING GROUP	LIAG	COMMITTEE
06.04.09			16.04.09
BOARD	COUNCIL	OTHER	
10.06.09			