ICT Strategy 2009-11

(Report by the Head of Information Management)

1.   BACKGROUND

The Council relies on ICT both to enable the delivery of many of its services and also to support Officers and Members in their everyday work. ICT has enabled many of the "step changes" that have occurred in the delivery of customer service in recent years. For example, the introduction of the   Call Centre, the web site and the Customer Service Centres.

2.   PURPOSE

The ICT Strategy sets out a vision which supports specific elements of Growing Success (largely within the Council Aim "to improve our systems and practices"). However, the all pervasive use of ICT throughout the Council supports or enables a much greater number of aims and objectives within the corporate plan.

The strategy has a planning horizon of three years. However, due to the rapid development of both technology and applications it is important that the strategy is reviewed on an annual basis to ensure it is properly aligned to both Growing Success and to services' operational needs.

3.   RECOMMENDATIONS

It is recommended that the Cabinet approve the ICT Strategy 2009-11.

BACKGROUND PAPERS

ICT Strategy 2009-11

Contact Officer:

   Chris Hall, Head of Information Management   (01480) 388116