

**Date:** 20/10/2020

**Case reference:** CAM546

Dear Requester

Thank you for your request for information dated 01/10/2020 about our **Digital Strategy and ICT services**. We have dealt with this under the Freedom of Information Act 2000 / Environmental Information Regulations 2004.

## **Response**

The council holds the information requested and the answers to your questions are as follows:

*Please could you help answer the following:*

*1. Please may you supply a copy of the Council's latest Digital Strategy*

Camden Council have worked with our communities to create a new vision for the future of the Borough, Camden 2025, which can be found on our website at:

<https://www.camden.gov.uk/camden-2025?inheritRedirect=true>

Our Camden Plan, Council's response to Camden 2025, sets out how we as an organisation will our community's ambitions. We do not have a separate Digital Strategy.

*2. When was the Digital Strategy approved?*

Please see the response above.

*3. When is the Digital Strategy due to be refreshed?*

Please see the response above.

*4. Which member of the board is responsible for ICT?*

The Executive Director for Corporate Services – Mr Jon Rowney.

*5. Please provide an organisation chart for the Council's ICT department.*

2 documents attached – one for Senior Leadership Team and the other for DDS Organisation Chart.

*6. Does the Council outsource some or all of its ICT services to an external provider? If so, please provide details of provider(s) and contract dates.*

Yes, we have outsourced it's Out of Hours service desk to Capital Technology Services until 31 March 2021.

*7. Is the council looking to migrate any of its ICT services to the cloud in the next 2 years? If so, please provide details of these services.*

There are no current plans.

*8. Is the council considering its options for outsourcing / insourcing its ICT services in the next 3 years?*

No, we are not.

*9. Does the Council have any plans to review its operating model for ICT services within the next 2 years?*

Yes, we will review in the next 2 years..

*10. Does the Council use external consultancy to support ICT initiatives and if so, how are they appointed?*

Yes, we sometimes use external consultancy to support ICT initiatives.

Please note that Camden is a 'requirements led' organisation, and our requirements are sourced by either using the Crown Commercial Services Frameworks (where the aggregated value of the contract is greater than £189k) or via a traditional tender exercise which may if required be advertised on <https://www.gov.uk/contracts-finder>.

#### **Further Information:**

We do not give our consent for any names and contact details provided in this response to be sent marketing material. Any such use will be reported to the ICO as a breach of General Data Protection Regulations and the Privacy and Electronic Communication Regulations.

Why not check our Portal [Open Data Camden](#) before making a new request as your question

may already be answered by a previous [FOI response](#) or in one of our many useful and interesting datasets.

## **Your Rights**

If you are not happy with how your response was handled you can request an Internal Review within 2 months of this letter by email to [xxxxxxxxxx@xxxxxx.xxx.xx](mailto:xxxxxxxxxx@xxxxxx.xxx.xx) or post: Information and Records Management Team, London Borough of Camden, Town Hall, Judd Street, London WC1H 9JE. Please quote your case reference number. If you are not satisfied with the Internal Review outcome you can complain to the Information Commissioner's Office at [xxxxxxxx@xxx.xxx.xx](mailto:xxxxxxxx@xxx.xxx.xx) telephone 0303 123 1113, or post to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. The ICO website [www.ico.org.uk](http://www.ico.org.uk) may be useful.

Yours sincerely,

Peter Williams  
Information Rights Officer