



ICT Strategy

2020 Vision: A Framework Fit for the Future

January 2016 v1.1



Orbis IT & Digital Services
On behalf of East Sussex County Council

A set of component parts, operating in unison and responsive to changing business needs; constantly evolving and innovating. Delivering cost-effective, resilient and highly available IT & Digital capabilities that improve efficiency, enhance service outcomes and provide the IT capability for effective partnership working.



ICT Strategy Foreword

With the County Council facing an unprecedented level of challenge from decreasing funding and increasing demand, utilising technology to find new ways of delivering more effective services, increasing productivity and reducing costs has never been more important. The information and systems that we manage, along with the intelligence and knowledge that we have in systems and people are a huge asset that we need to make sure we get the best from. Alongside this, we need to be very adaptable and quick to respond to change as business needs constantly evolve as we develop new partnerships and ways of delivering services.

This strategy has been developed in response to this challenging agenda. It has been structured so that it always remains live, relevant and up to date, continually evolving in response to changing business needs and advancements in ICT and digital opportunities, enabling us to get the best outcomes for the residents and businesses in East Sussex.

Lead Member: Councillor David Elkin



A 2020 Vision for ICT

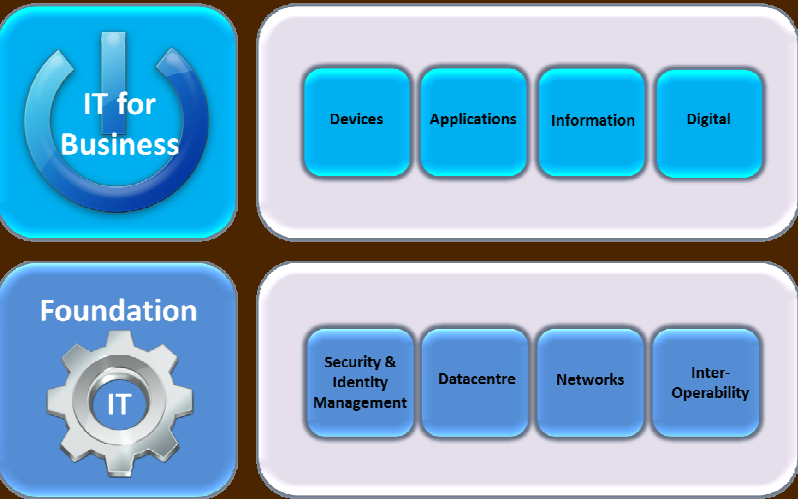


The Strategy will:

Respond to the organisational context (the demand forces).

Enable change through the application of new and extended IT & Digital opportunities coupled with responsive and transparent delivery.

Supply a portfolio of 8 key IT & Digital capabilities that will equip and support the organisation and its partners.



8 Strategic IT Capabilities

The Strategy will be evolved flexibly and responsively, at a component level, whilst retaining overall cohesion.

Without the need for a wholesale overhaul and replacement, it will retain currency and relevance with true alignment with the Council's organisational priorities.

Rising to the Challenge



The Council faces an unparalleled level of change with an unrelenting drive for cost reduction and redrawing of public service operating models. This strategy responds by providing a modular portfolio of 8 key IT & Digital capabilities that will be developed and delivered to provide the required tools and information needed to maintain high levels of service efficiency and excellent service outcomes.

Underpinning this strategy are the Council's overall strategic priorities empowering individuals to work confidently and equipping colleagues on the frontline with the technology tools they need to help them work more efficiently.

This strategy is a framework fit for 2020.

The modular approach provides a way of maintaining strategic and architectural coherence and integrity whilst achieving responsive recalibration that harnesses the potential of new opportunities and supports new and developing priorities.

The goal of this approach is to deliver a multi-speed development and delivery of the core strategic IT & Digital capabilities and in doing so achieving three overarching strategic objectives:

Renovating the IT core; to continue the process of modernisation and upgrade to technologies that provide the hygiene factors and deliver highly available, secure access to information.

Architecting the Digital Business; providing building blocks that will supply the means to adopt, develop and implement new technologies at pace to support new ways of working and changing demands.

Planning for the Digital Future; providing a clear roadmap for organisational digital empowerment.

The Strategy focuses on providing the tools and capabilities that will support the delivery of business priorities and provides a structure to proactively respond to the rate of change at different speeds for specific business needs within the Council. A digital workplace commands pace but mission critical service priorities require stability. The approach taken by this strategy enables the organisation to do both in tandem and actively manage the potentially conflicting pulls of stability and reliability with innovation and high paced change.

This is a strategy for 2020 – the Council will be primed and equipped.

Kevin Foster Chief Operating Officer