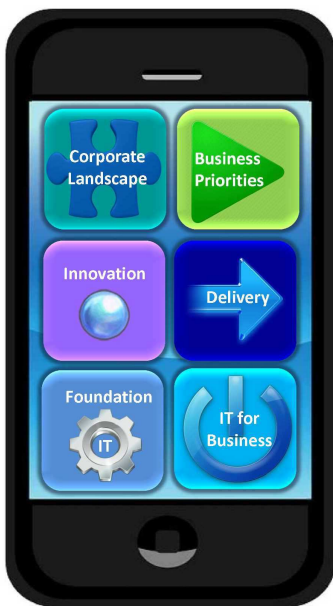


Introducing Bi-Modal IT



This strategy sets out the ICT response to the unprecedented level of change and unrelenting drive for cost reduction in East Sussex County Council. This strategy takes a modular approach by setting out the IT and Digital capabilities in a way that components can be recalibrated, whilst retaining overall cohesion to supply services in constant alignment with the demand of organisational priorities.

The Strategy will:

- Respond to the organisational context and key business priorities;
- Support and stimulate change through the application of new and extended IT & Digital opportunities coupled with streamlined and efficient delivery mechanisms;
- Supply a portfolio of 8 key IT & Digital capabilities that will equip and support the organisation and its partners into the future.



Pivotal to the success of this strategy is establishing a Bi-Modal practice. One able to differentiate between the versatile and dynamic needs of the digital workplace whilst accommodating the rock solid steady state required by legacy corporate assets.

Key Drivers:

- Usability
- Accessibility
- Cost Reduction
- Digital
- Self Sufficiency
- Mobility
- Partnerships
- Compliance
- Reliability

Business Context



This strategy focuses on achieving business outcomes in order to supply valued technology services. These key drivers have informed the content:

Corporate Priorities & Operating Principles

These guiding principles underpin all services and are at the heart of what we do.

Portfolio Plans

We use these plans to navigate the business landscape and align our services to be relevant.

Strategic Partnerships

We engage to identify key stakeholders; striving to work in a unified way that improves efficiency, flexibility and reduces cost.

Corporate Initiatives

Just as our strategy is a set of working parts within a framework, it exists cognisant of the bigger picture; constantly recalibrating to work in synergy with wider component initiatives; readily adapting to support the dynamic business landscape.

Strategy Enablers

These enabling components bring technological insight, best practice and pragmatic control into one place to make things happen. Together they fuse the worlds of business and IT together.



ICT Services keep an eye on the horizon to maintain an awareness of technological developments that may impact / benefit the Council. Used to inform roadmaps and strategies, this rich insight is harnessed to ensure the infrastructure and business architecture stays up to date and operating at optimal performance. Knowledge gained through this capability is used to enhance dialogue with the services and inform ICT projects.

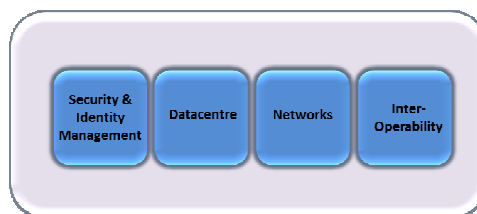
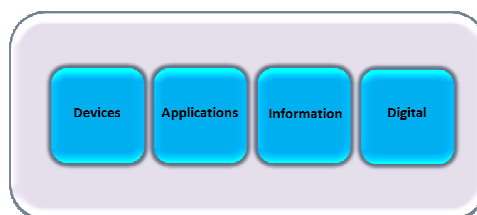


Best practice standards are employed in the delivery of IT and Digital capabilities, such as The Open Group Architecture Framework (TOGAF), ITIL Service Management principles and Prince2 or equivalent industry standard project management methodologies. This to ensure that ICT Services are delivered within levels of pragmatic governance control.

Providing IT & Digital Capabilities fit for 2020

This strategy will provide rock solid underpinning technology. Beyond that, the vision for ICT Services is to simplify processes, empower individuals to work confidently and equip people with information technology capabilities that help them work more efficiently. This will be achieved by supplying a **portfolio of 8 key IT and Digital capabilities**.

This framework allows each component to evolve flexibly and responsively to adapt to support the ever changing business landscape whilst retaining overall cohesion and stability at all times. In this way each vital element can be reviewed and enhanced at the point most beneficial to the organisation.



The Strategy Portfolio Model

This holistic approach will supply services that are relevant, accessible, operate at optimal performance and mostly importantly add value. Establishing a pre-emptive and flexible model fit for the future.

