Device Strategy

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Version 1.0

IT for Business

Related Strategies

Application Strategy

Security & Identity Management Strategy

Asset Management Strategy

Telephony Strategy

Engagement Strategy

Key Drivers:

- Usability
- Supportability
- Sustainability
- Value for money
- Reduced total cost of ownership
- Energy efficiency

The Right Device, for the Right Job, at the Right Time

This strategy is about putting the right technology tools in the hands of staff to help them do their work more efficiently.

The aim is to provide desktop and portable devices that enable staff to work in flexible ways by supplying contemporary and affordable equipment that is easy to use and adheres to security and compliance standards.

2020 Vision

The aspiration is that by 2020, the Council will be device agnostic, where possible; providing devices that are appropriate to role and simple to use. We will provide devices that are valued by users and envied by others but will keep the costs down by offering a standard range of contemporary devices; accommodating a reasonable level of choice, in which users will have had a say but at the same time containing support costs proportionately and enabling security implications to be managed pragmatically.

What are we trying to achieve?

We aim to strike the right balance. The tools alone are a business enabler, it is people's use of them that enables them to work in new ways and equips them to be highly productive. User satisfaction and flexibility therefore matter hugely and we seek to ensure that we get the decisions around selecting the appropriate devices right by actively involving our users in those choices. The current financial challenge drives an increasing need to achieve greater levels of efficiency. The response is to deliver ICT services in smarter ways and support the Council in reducing its costs through more effective use of its technology tools. With an ever present emphasis on value for money, we factor the total cost of ownership into the equation to offer the right device, for the right job at the right time but at a prudent cost for the organisation.

How will this Strategy Contribute to Business Success?

Each device is an important corporate asset typically requiring refresh on a 4 year cycle to sustain value from the investment made. This rolling investment is sustained through active lifecycle asset management, ensuring we buy the right kit for the right purpose, at the right price and ultimately dispose of it securely and sustainably, acquiring resale value back into the organisation where possible.

By 2016, a significant proportion of the staff base will have received Agile technology kits enabling them to work in far more flexible ways than previously. This represents considerable investment in technology, to be sustained with no need for further refresh in the immediate future.

The Telephony Strategy is closely allied; where we can, both strategies seek to provide the user with the minimal number of digital tools needed to do the job and keep the costs down. By 2020, where it is appropriate, for a proportion of our user base, a single Smartphone may suffice as the tool of choice; connecting to equipment in the office or home and performing as effectively as a PC does today.

The Application Strategy is also pertinent. The organisation's investment in Citrix will mean that in the majority of cases, we will be able to be device agnostic. Users will have maximum flexibility and choice. Since the applications exist in a virtual bubble, and don't reside on the device, it won't matter what device you want to use to access your applications; as a result of this technology, they will be available via any device, any time, anywhere. Not all business applications can be delivered by Citrix though and a range of device options will be provided to accommodate this application diversity.

The Road to 2020

Through our Agile programme, a substantial proportion of our estate has recently been refreshed and there will be little change required in this landscape until 2018 when review will again commence. There will be parts of the estate that reach the end of their refresh cycle in the intervening years, their replacement will continue to offset a peak of full organisational change every 4 years. Instead, exploration of soft phone use through the PCs will be an area of early focus in order to remove the landline telephony dependency by 2020. With contemporary equipment in place, focus will shift to the software delivery platforms, exploiting virtual technologies to further enhance the user experience.

Natural refresh cycles provide the opportunity to validate the type of devices required; the intention being to offer a degree of choice but from a corporately agreed range of options to keep support costs proportionate. As agility grows and mobility demands simplicity, we will seek to reduce the number of devices required per user, whilst at the same time working to deliver applications flexibly and securely in ways that enhance the user experience.