

Information and Communications Technology (ICT)

The ICT Service's objectives are, through the use of effective ICT to:

- Support the delivery of services in the Council;
- Provide members with the means to discharge their duties;
- To support new and challenging initiatives;
- Facilitate an informative and accessible web site
- Ensure cost effective provision of technology ensuring best value;
- Provide an efficient customer focussed service.

OPERATIONAL PLAN: ICT Service					
Relevant Council Aim/s: A. We are committed to being a listening Council, providing first class services accessible to all.					
Relevant Council Approach/es: iii. Making South Cambridgeshire District Council more open and accessible. iv. Achieving improved customer satisfaction with our services					
Service Objective: Enable the Council to make effective use of ICT systems and achieve its service objectives through: <ul style="list-style-type: none"> • The implementation, development and management of appropriate technologies. • Ensuring best value for money options for service delivery. • Achieving improved customer satisfaction with our services. 					
Supporting Objective	Performance Indicator or SMART Milestone	PI target or deadline (month) for action			Lead Officer
		2010/11	2011/12	2012/13	
Deliver the ICT Service and meet customer expectations.	Provide a comprehensive and effective ICT service to support the delivery of Council aims and service initiatives.	Review and customer survey Dec 2010	Review and customer survey Dec 2011	Review and customer survey Dec 2012	Head of ICT

Monitor the web site for usage and satisfaction.	More efficient working. Better information management. Improved customer service SF 704 NI 14	Report Jun 2010, Sep 2010, Dec 2010, Mar 2011	Report Jun 2011, Sep 2011, Dec 2011, Mar 2012	Report Jun 2012, Sep 2012, Dec 2012, Mar 2013	ICT GIS and Information Manager
Maintain the availability of Contact Centre operational requirements by ensuring the requirements of the Contract are met.	More efficient working. Better information management. Improved customer service SF 701 SF 703 SF 731 SF 746 SF 747 NI 14	Review Jun 2010 Dec 2010	Review Jun 2011 Dec 2011	Review Jun 2012 Dec 2012	ICT Support Services Manager
Support and development of service initiatives and associated applications / systems	More efficient working and better information management. Improve corporate working and management information	Mar 2011	Mar 2012	Mar 2013	Head of ICT
Review / revise ICT Strategy	More efficient working, better information management and best value. Revised policies better able to address issues of today.	Mar 2011	Mar 2012	Mar 2013	Head of ICT
Review / revise ICT Security Policy	More efficient working, better information management and best value. Revised policies better able to address issues of today.	Oct 2010	Oct 2011	Oct 2012	Head of ICT
Government Connect – Code of compliance	Review of existing services to ensure continued compliance with the Government Connect Code of compliance	Aug 2010	Aug 2011	Aug 2012	Head of ICT
Review corporate network infrastructure	More efficient working and best value. Improved customer service. Improve corporate working. Improve access security	Mar 2011	Mar 2012	Mar 2013	ICT Support Services Manager

Maintain the Graphics and Printing services to ensure cost effective and efficient delivery of requirements (to include review of technologies and systems utilised).	More efficient working and best value. Better able to prioritise workload and identification of statutory requirements. More efficient use of existing resource. SF 725	Review and customer survey Dec 2010	Review and customer survey Dec 2011	Review and customer survey Dec 2012	ICT GIS and Information Manager
Support initiatives for flexible and remote working	More efficient working and best value. Officers better able to use applications and systems. Reduced travelling requirements means improved officer efficiencies and contributes to the 'green agenda'.	Mar 2011	Mar 2012	Mar 2013	Head of ICT
Support information and records management initiatives, develop policies and analyse usage	More efficient working, better information management and best value.	Mar 2011	Mar 2012	Mar 2013	ICT GIS and Information Manager
Support initiatives for shared and partnership working	Provide a comprehensive and effective ICT service to support the delivery of Council aims and service initiatives.	Mar 2011	Mar 2012	Mar 2013	Head of ICT