Hackney

Governance and Resources Scrutiny Commission	Item No
14th December 2015 ICT Review Recommendations Update and ICT Strategy	5

Outline

The Commission commenced a review of ICT in 2013/14. The Executive response was received and noted by the Commission in January 2015. The Commission requested for a further update to monitor the progress of the recommendations. The updated recommendation tracker is attached on pages 35 - 46 of the agenda.

Key highlights from the review were: the absence of a refreshed ICT Strategy; the need for clear and consistent messages to staff about upgrades; user workshops - involving staff and service users in design of services; the establishment of a Digital Advisory Board; frustrations with the overall performance of various networks and systems and the need to improve the performance of ICT services following comments in a survey by staff.

Since this review there has been changes to the ICT infrastructure (introduction of myoffice) and a drive by the Council to become more digital and shift services online.

The ICT review highlighted that the ICT Strategy came to an end in 2011 and was not replaced. The presentation on pages 47-70 is an update on the Council's ICT Strategy.

Action
The Commission is requested to note the report, presentation and ask questions.