



Information Services – Information Communication Technology (ICT) & Information Governance:

Current Service:

Information Communication Technology (ICT) & Information Governance is a central support service providing Information Technology services, Information Governance and Data protection & Records management services to the Council, Council members, Adult Care Trust, and other Joint Working agencies (i.e. Youth Justice); Coroners.

The main **Activities** of the service are as follows:

- ICT Development & Software Support
- ICT Network Support & Network Operations Support
- ICT Training & ICT Services Admin
- ICT Service Desk
- PC Support
- Information Governance/Data Protection & Records Management

The main **objectives** of the service are as follows:

- To ensure that investment in ICT is focused on delivery of the priorities of the Council
- To ensure that modern Business Systems and processes are adopted to support efficient delivery of the Council's services, which assist them in reducing their operational costs
- To rationalise our computer systems and use common systems wherever possible & improve technologies to support Mobile & flexible working across the council
- To provide Information & data security
- To provide ICT Training to Council staff
- To support the "Green" agenda by implementing energy saving technologies and techniques – i.e. re-use of PC equipment (Desktop thin client strategy).
- To exploit the opportunities arising from Cloud Computing (i.e. the Government's G-Cloud proposals.)

The proposals

The proposals within **Information Communication Technology (ICT) & Information Governance** are as follows:

- To reduce staffing costs across the service including staff training budgets & general overheads

- To renegotiate existing contracts (i.e. hardware, data circuits, antivirus and web security software, Internet Service Provision)
- To reduce the number of software licences & development tool licences
- A reduction in funding to the IT replacement/renewals funds
- To renegotiate call rates & deletion of line rentals

Impacts:

The impacts of the proposals within **Information Communication Technology (ICT) & Information Governance** are as follows:

- Potential reductions in service delivery across the Council
- Potential to affect the ability to adequately resource projects supported by the IT team across the Council
- The corporate IT replacement/renewals fund may become low if funding is not found for future years

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