

Service Improvement Plan (*abridged*) – ICT (Resources) 2006/07- 2008/09

Theme: Organisational Development	
Objective: 2.6.1 - Proof of concept for partnership working with Darlington Borough Council.	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> • Design Phase 	<ul style="list-style-type: none"> • Design and cost model
<ul style="list-style-type: none"> • Consultation & Approval 	<ul style="list-style-type: none"> • Approved cost model & design
<ul style="list-style-type: none"> • Implementation 	

Theme: Organisational Development	
Objective: 2.6.2 - Service reviews to achieve savings and a balanced budget.	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> • Resources budget planning process 	<ul style="list-style-type: none"> • Balanced budget
<ul style="list-style-type: none"> • EMT budget cut exercise 	<ul style="list-style-type: none"> • TBA – Implementation planned for 2007/8

Theme: Organisational Development	
Objective: 2.6.3 - Delivery of Information Security Improvement plan.	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> • Ongoing certification of ICT Services to BS ISO/IEC 27001:2005 (formally BS7799). Initial certification scheduled for March 2006, thereafter certification audits every 6 months. 	<ul style="list-style-type: none"> • Certification March 2006 • Successfully review September 2006 and 6 monthly thereafter.
<ul style="list-style-type: none"> • Corporate Business Continuity Management Programme and associated plans produced by April 2006 	<ul style="list-style-type: none"> • Corporate plans implemented by April 2006 and tested / reviewed at least annually
<ul style="list-style-type: none"> • Corporate certification programme to be established June – July 2006 	<ul style="list-style-type: none"> • Formalised planned approach and phased implementation of certification programme across services

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Theme: Organisational Development	
Objective: 2.6.4 - E-mail encryption roll-out	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> Implement e-mail encryption pilot scheme by March 2006 	<ul style="list-style-type: none"> Secure sharing of sensitive / confidential information via email by key services with other SBC services and partners by March 2006
<ul style="list-style-type: none"> Roll-out of secure e-mail facilities to other services as required 	<ul style="list-style-type: none"> Implementation plan by April 2006

Theme: Organisational Development	
Objective: 2.6.5 - Disaster Recovery invocation set-up and testing	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> Alternative site survey and infrastructure set-up to enable on-site invocation of DR contract by February 2006 	<ul style="list-style-type: none"> Successful on-site test of critical application recovery at Billingham by April 2006
<ul style="list-style-type: none"> Rolling programme of annual off-site recovery of critical applications from June 2006 	<ul style="list-style-type: none"> Documented and certified recovery testing procedures and results for all critical applications by June 2007

Theme: Organisational Development	
Objective: 2.6.6 - Delivery of action plans from Service Improvement Groups	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> Incorporate into ICT workplans 	

Theme: Organisational Development	
Objective: 2.6.7 - Framework agreement for PC procurement in partnership with Darlington Borough Council.	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> Establish 'call-off' contract with preferred supplier for PC hardware in partnership with DBC. Dependant on progress with overall SBC/DBC partnership project. 	<ul style="list-style-type: none"> Savings generated from joint procurement arrangement

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Theme: Organisational Development	
Objective: 2.6.8 - Server virtualisation/consolidation proof of concept/initial roll-out UNIX/WINTEL	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> Phased approach will initially prove concept and incorporate file/print servers. Initial phase by August 2006 	<ul style="list-style-type: none"> Initial improvements in server/storage management technologies.
<ul style="list-style-type: none"> Further adoption subject to funding and pilot success. September 2006 – August 2007 	<ul style="list-style-type: none"> Efficiency gains in support requirements, power savings and computer room space

Theme: Organisational Development	
Objective: 2.6.9 - Computer Room review/replacement	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> Monitor computer room water ingress problem and implement temporary solution. Completion of false floor replacement by June 2006 	<ul style="list-style-type: none"> False floor replaced and stable
<ul style="list-style-type: none"> Investigate options for re-locating computer room. Linked to SBC/DBC partnership arrangements. 	<ul style="list-style-type: none"> Purpose built computer suite capable of housing current and future ICT infrastructure

Theme: Organisational Development	
Objective: 2.6.10 - Re-negotiate Anti Virus software licence/support in partnership with Darlington Borough Council	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> Joint procurement of Anti-Virus software for PC's with DBC. Current SBC agreement expires in Nov 2006. Joint contract to run from April 2006 	<ul style="list-style-type: none"> Savings generated from joint procurement arrangement

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Theme: Organisational Development	
Objective: 2.6.11 - Evaluate alternatives to Microsoft Office	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> Total Cost of Ownership and Value For Money review of Microsoft Office productivity software. Evaluate 'business class' alternatives. Evaluation phase complete by August 2006 	<ul style="list-style-type: none"> Confirm VFM/TCO and suitability of Microsoft Office or identify replacement

Theme: Organisational Development	
Objective: 2.6.12 - Network security vulnerability testing	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> Negotiate and implement appropriate repeat vulnerability testing services to commence in January 2006 	<ul style="list-style-type: none"> Formal contract of ongoing vulnerability testing for 3 year period commencing January 2006

Theme: Organisational Development	
Objective: 2.6.14 - Review of Website/Intranet CMS	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> Market research for functionality and indicative costs. 	<ul style="list-style-type: none"> Solution to enable the Council to satisfy both eGIF and WC3 website accessibility guidance. <ul style="list-style-type: none"> High reliability High availability Scaleable Interoperable Adaptable Secure Cost effective
<ul style="list-style-type: none"> Procurement exercise, estimated start Q2 2006/07 	
<ul style="list-style-type: none"> Estimated implementation start Q4 2006/07 	

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Theme: Organisational Development	
Objective: 2.6.15 - Government Connect Pilot	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> Procurement exercise to be defined by start of 2006/07 subject to project endorsement approval by ODPM and NE Connect To enable Citizen Authentication via Government Connect with integration into the Lagan Frontline CRM application and web based e-services. Develop an authentication model that can easily be replicated for regional and/or sub-regional use over a shared infrastructure. Establish a baseline for measuring costs thus helping to build a business case for Government Connect adoption. 	<ul style="list-style-type: none"> Online authentication for Citizens to the Lagan Frontline application and web enabled e-services. Adoption of the Government Connect Citizen schema with the Lagan Frontline CRM application Shared infrastructure model to support Government Connect authentication & other future services Improved information & metrics which will inform business case Improved knowledge management
<ul style="list-style-type: none"> Implementation planned for April 2007. 	

Theme: Organisational Development	
Objective: 2.6.16 - Investigation/implementation of data matching/sharing software.	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> Investigate data matching/sharing requirements underlying Child Index and CRM requirements. 	
<ul style="list-style-type: none"> Future action – TBA 	

Theme: Organisational Development	
Objective: 2.6.18 - Implement corporate remote working infrastructure.	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> Assessment of pilot outcomes complete by May 2006 	<ul style="list-style-type: none"> Agresso available in Schools and single, robust remote access infrastructure.
<ul style="list-style-type: none"> Development of costed proposal for wider implementation. Available from June 2006 	<ul style="list-style-type: none"> Clear and concise process for remote access connections to corporate network

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Theme: Organisational Development	
Objective: 2.6.19 - Review and upgrade firewall infrastructure (linked to remote working above)	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> See above. Design phase for High Availability Firewall infrastructure completed by April 2006 	<ul style="list-style-type: none"> Detailed proposal costed, funded and approved by E-Gov & ICT Steering Group/CMT
<ul style="list-style-type: none"> Implementation of High Availability Firewall infrastructure from April 2006 	<ul style="list-style-type: none"> Improved resilience, performance and availability of Internet services.

Theme: Organisational Development	
Objective: 2.6.20 – Participate in Customer First programme	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> In-line with Phase II of corporate programme. 	

Theme: Organisational Development	
Objective: 2.6.21 NTL broadband replacement with BT/Pipex	
Action & Milestones	Success Measures & Targets
<ul style="list-style-type: none"> Move Members SBC home broadband connections from NTL to preferred BT/Pipex solution. Complete by end of September 2006 	<ul style="list-style-type: none"> All Members connected to ICT service via preferred broadband solution.