



Board Meeting: 24 May 2013

AGENDA ITEM: 4

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| Title of paper: | Year of ICT Update |
| Purpose of paper: | To update the Board on progress on the Year of ICT activities. |
| Action required by the Board: | The Board is asked to: note the progress of the Year of ICT; and note the investment requirements to progress some of the identified activities. There will be an opportunity for discussion at the meeting. |
| Official presenting the paper: | Crispin O'Connell, Deputy Director Places & Services |
| Paper prepared by: | Crispin O'Connell, Deputy Director Places & Services. |

1. Background

- 1.1 This report is intended to inform the Board of the progress being made in relation to the 'Year of ICT'. It also identifies the level of investment required in 2013/14 to be able to proceed with a number of the identified activities.
- 1.2 A Programme Management Office (PMO) has been established and is currently preparing formal documentation to support the overall governance of the programme. The PMO is being resourced through the Portfolio.

2. Issues for consideration

- 2.1 The Year of ICT was formally launched on Tuesday 14th May, 2013. Supporting the launch was a programme of activity using multiple channels of communications. Over the next three months a comprehensive programme of activities will be delivered and this will be developed further, closely aligned to the five key objectives:
 - Providing choice and flexibility
 - Improving your desktop experience
 - Enabling you to work virtually
 - Increasing productivity
 - Enhancing our digital skills
- 2.2 During May, the programme will focus on the launch and general awareness around the Year of ICT. This period will be used to set the context, develop awareness of the programme, manage expectations and showcase activities that have already been delivered. Specific communication activities include:
 - News Brief from Permanent Secretary
 - Video about the Year of ICT
 - Open Forum Online
 - Year of ICT - Webinar Session
- 2.3 During the month of June focus will turn to one of the key objectives '*Enabling you to meet and work virtually*'. During this month activities will be tailored to building understanding and knowledge around our suite of virtual meeting tools, such as Telepresence, GoToWebinar, GoToMeeting.
- 2.4 In July the emphasis will change focus to target another one of the five key objectives '*Providing choice and flexibility*'. During this period we will be targeting communications around the availability of different devices and how to make smart device choices.
- 2.5 A user profile has also been completed to segment our audience into specific user groups. This segmentation is included in Annex A. This will allow the targeting of communication activities to specific user

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groups. For example a remote worker will be more interested in the different devices that we have available than an office based worker.

- 2.6 The Board previously approved a programme of activities in relation to the Year of ICT. Whilst many of these activities will be funded through existing budgetary provision, a number will require additional investment.

| Activity | Revenue £m | Capital £m |
|---|-----------------------|-----------------------|
| Implementation of MS 2010 Presence & Instant Messenger | £0.20 | |
| 1 additional Telepresence suite (London Office) | | £0.10 |
| Exploitation of MS 2010 – enablement of multi media support on Thin Clients via upgrade to MS Server 2012 & Citrix V7 | £0.30 | |
| Home Boot Stick (2000 sticks) | | £0.20 |
| Improvements to Stratus remote access service | £0.12 | |
| Improving Digital Skills | £0.12 | |
| iShare | £0.50 | |
| Improvements to the intranet (MS SharePoint 2013 and hardware replacement) and support of Intranet Improvement team | £0.25 | £0.20 |
| Total | £1.49 | £0.50 |

3. Resource implications

- 3.1 The resource implications for the Year of ICT fall into two categories: resources required to sustain ICT operations (business as usual) and those required to support business change. The business change projects require investment and have been included as part of the Corporate Change Portfolio Commitments paper being presented to the Board.

4. Risks

- 4.1. The Year of ICT PMO is presently undertaking a full risk assessment exercise as part of the formal establishment of the programme. However there are two immediate risks identified. These relate to the management of expectation, as not all outcomes will immediately be tangible (some decisions will be subject to overall viability through business case assessment), and the availability of investment resources to support all activities.

5. Communication

- 5.1 A full engagement plan and awareness programme has been agreed.

6. General Compliance Issues

- 6.1 There are no compliance issues.

7. Recommendations

- 7.1 The Board is asked to:
- note the progress of the Year of ICT;
 - note the investment requirements to progress some of the identified activities.

Publication This paper (including annexes) should be published in full.

Date submitted to Secretariat: 13th May 2013

Annex A

Audience Segmentation

