



## Rimpilainen, Sanna (2016) Local Government ICT Strategy - Delivering Better Services for Communities. [Report] ,

This version is available at <https://strathprints.strath.ac.uk/64312/>

**Strathprints** is designed to allow users to access the research output of the University of Strathclyde. Unless otherwise explicitly stated on the manuscript, Copyright © and Moral Rights for the papers on this site are retained by the individual authors and/or other copyright owners. Please check the manuscript for details of any other licences that may have been applied. You may not engage in further distribution of the material for any profitmaking activities or any commercial gain. You may freely distribute both the url (<https://strathprints.strath.ac.uk/>) and the content of this paper for research or private study, educational, or not-for-profit purposes without prior permission or charge.

Any correspondence concerning this service should be sent to the Strathprints administrator: [strathprints@strath.ac.uk](mailto:strathprints@strath.ac.uk)

The Strathprints institutional repository (<https://strathprints.strath.ac.uk>) is a digital archive of University of Strathclyde research outputs. It has been developed to disseminate open access research outputs, expose data about those outputs, and enable the management and persistent access to Strathclyde's intellectual output.

## Local Government ICT Strategy - Delivering Better Services for Communities

Sanna Rimpilainen

<b>Document reference number</b>	DHI+DDMMYY+doctype+000X <b><i>DHI080516S0015</i></b> <ul style="list-style-type: none"> <li>○ E = exploratory report</li> <li>○ L = lab report</li> <li>○ F = factory report</li> <li>○ S = summary document</li> <li>○ LR = literature review</li> <li>○ RR = research report</li> <li>○ MR = market research</li> <li>○ MAP = mapping</li> <li>○ V=video</li> <li>○ O= other</li> </ul>
----------------------------------	---

<b>Publication date</b>	8/5/2016
<b>Revision date</b>	
<b>Revision number</b>	

<b>Purpose of document</b>	Summarisation of documents of high importance for the Business Case
<b>Project detail (delete row if appropriate)</b>	(project name, project owner(s), dates, organisation(s) involved)
<b>Other detail (delete row if appropriate)</b>	

<b>Related projects</b>	Names and doc reference numbers
<b>Keywords</b>	Digital Services; Costs; Reform; Collaboration; Procurement; Leadership; Governance; Share;

Name of Strategy:	Local Government ICT Strategy – Delivering Better Services for Communities
Date:	January 2013
URL:	<a href="http://www.improvementservice.org.uk/documents/ict_strategy/lgictstrategy.pdf">http://www.improvementservice.org.uk/documents/ict_strategy/lgictstrategy.pdf</a>
Key words:	Digital Services, Costs, Reform, Collaboration, Procurement, Leadership, Governance, Share
Why does this strategy exist?  (what's the problem/opportunity this stems from)	The purpose for this strategy is to respond to John McClelland's review of ICT infrastructure in the public sector and Scotland's Digital Future: Delivery of Public Services Strategy.
Summary:	The strategy outlines planned reforms for ICT infrastructure, the strategy does not address technological reform but how ICT can help local Government to meet customer demands, reduce costs and adhere to national public sector reforms.
Key goals and means to achieve them:	<p>Aims of Strategy are, primarily, to create:</p> <ul style="list-style-type: none"> <li>• Digital services</li> <li>• Reduced costs</li> <li>• Reform through ICT</li> </ul> <p>To achieve the desired transformations in public services the strategy sets out seven capabilities needed to be in place following a two-year action plan:</p> <ul style="list-style-type: none"> <li>• <b>Leadership:</b> Politicians, managers and staff will be involved and energized to improve services. Chief executives and Heads of ICT will help build collaboration across services and partners to deliver redesigned services</li> <li>• <b>Shared governance:</b> The provisioning of technology to support transformed local public services should be governed at national and regional levels. Formal governance processes and structures will enable adoption of joined-up technology strategies, these must reflect local needs and aspirations</li> <li>• <b>Organisational Change:</b> New models of delivering services will require different skills and capabilities.</li> </ul>



- **Programme management:** Programme managements and change skills will be critical if programmes are to be delivered within cost and realise the benefits
- **Strategic Commissioning:** A joined-up approach to commissioning services will deliver increased value through aggregation and realization, and focus on public service outcomes. Managing risk and innovation can be measured the needs of the citizens
- **Procurement and Supplier management:** Relationships with suppliers to local public services should be aggregated instead of being dealt with an organisation-by-organisation basis. This should reduce costs, maximize the reuse of contracts and reduce input-based specifications and single organistaion tenders
- **Collaborative services:** ICT infrastructure and associated services should be aggregated and managed by fewer organisations. Senior professionals managing and running ICT infrastructure should be shared. ICT should be put in place to enable organizational change, information sharing, and support the communications and systems required for the transformation of public services

**Actions:**

- **Digital services:**
  - Implement more digital services
  - Present options to co-ordinate how customers are divided and how data required to decide on delivery services is gathered
  - Develop one way to give customers easy and secure access to their info and services
- **Reduced costs:**
  - Develop national or cluster contracts with suppliers for key applications
  - All councils will amend contract terms for future procurements to allow application sharing and hosting

	<ul style="list-style-type: none"> <li>○ Build a share infrastructure</li> <li>● <b>Reform through ICT:</b> <ul style="list-style-type: none"> <li>○ Assess the value of developing shared platforms to deliver self-directed support</li> <li>○ Develop framework for public sector reform initiatives</li> <li>○ Ensure data is shared</li> <li>○ Create common platforms around technologies that help our employee to work anywhere at anytime</li> </ul> </li> </ul>
<p>Expected outcomes:</p>	<p>The strategy focuses on three outcomes:</p> <ul style="list-style-type: none"> <li>● Digital services: As many public services as possible will be available digitally across all channels</li> <li>● Reduced Costs: ICT infrastructure costs will be reduced wherever possible to ensure the best value is delivered.</li> <li>● Enabling reform through ICT: Further Telecare developments will prevent poor outcomes for our older citizens. Advanced personalisation will and self-directed support will allow people to select, and manage their own services through an ICT interface.</li> </ul>
<p>Key quotes:</p>	<p>“Nineteen Councils are using the same CRM software, so 2.4 million Scottish citizens are now having their requests managed by the same common platform.”</p> <p>“NHS’s My Diabetes My Way portal is used to improve the quality of lives of diabetes sufferers through secure online access to improved information using the Citizen’s Account Service, offering earlier and better self-management and control of this condition. The aim is to have 10,000 people using the service by March 2014.”</p> <p>“Gartner predicts that technology changes will also have a considerable impact on how we deliver IT in the future and this will mean different skills and competencies will be required:</p>

	<ul style="list-style-type: none"> <li>• By 2014, 90% of organisations will support corporate applications on personal devices.</li> <li>• Three out of ten IT functions will become cloud brokers for their organisation.</li> <li>• By 2015, mobile application development projects will outnumber PC projects by a ratio of four to one.</li> <li>• By 2016, half of IT provision will be delivered via the cloud. “</li> </ul>
Parent/child document (of what)?	N/A