



# **ICT Strategy 2018-2022**

Adopted June 2018



## Introduction

### The future of technology in the Council.

In today's world, technology change is rapid. We are seeing growth in technologies such as mobile devices, social media, high-speed Internet connections, Smart Cities\* initiatives and open data\*\* that present huge opportunities for the Council. To keep up with advances in technology and meet the increasing expectation of the Community of our services it is crucial that the Council has a clearly aligned and planned approach to continuously improving ICT services at pace. The focus of our strategy is on delivering positive and sustainable outcomes for our Council and Community.

### Purpose

The purpose of the inner West Council ICT Strategy is to define a set of objectives that provides direction for ICT planning and investment in alignment to the Community Strategic Plan.

### Vision

The Inner West Council ICT Vision is to support the Community and enable the Strategic Plan by providing **Smart, Connected** and **Digital** systems and services.

### Key ICT Strategic Themes

The Inner West Council ICT Strategy will be delivered through specific initiatives falling into three Strategic Themes as shown in Figure 1.

\* **Smart Cities** - A smart city is an urban area that uses different types of electronic data collection sensors to supply information which is used to manage assets and resources efficiently

\*\* **Open Data** - Open data is the idea that some data should be freely available to everyone to use and republish as they wish

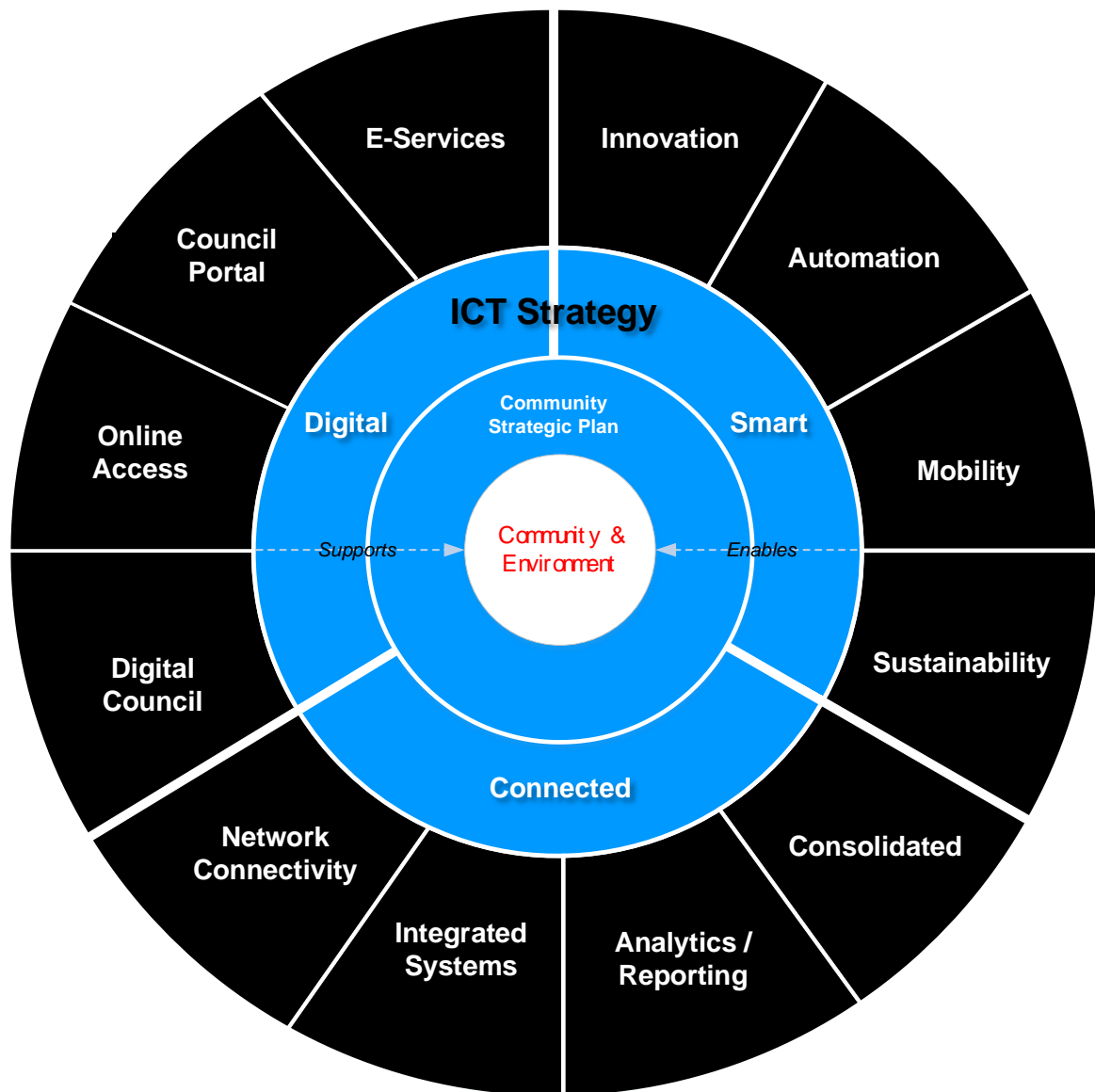


Figure 1: ICT Strategic Themes

			Y.1	Y.2	Y.3	Y.4
ICT Strategic Themes	Community Strategic Plan Alignment	Initiatives	18/19	19/20	20/21	21/22
<b>Connected</b> <i>Unified council systems that seamlessly join community, partners and council service units together</i>	CSP 5.3.3 Government makes responsible decisions to manage finite resources in the best interest of current and future - 3. Deliver innovation, excellence, <b>efficiency</b> and effectiveness in <b>Council processes and services</b>	<b>Consolidated Systems</b> <i>Rationalise council systems creating a unified IWC system portfolio</i>				
	CSP 5.3.3 Government makes responsible decisions to manage finite resources in the best interest of current and future - 3. Deliver innovation, excellence, <b>efficiency</b> and effectiveness in Council processes and services	<b>Network Connectivity</b> <i>Enable a connected Council</i>				
	CSP 5.3.1 Government makes responsible decisions to manage finite resources in the best interest of current and future - 1. Undertake visionary, integrated, <b>long term planning and decision making</b> , reflective of community needs and aspirations	<b>Analytics / Reporting</b> <i>Improved analytics and reporting within and across council information</i>				
	CSP 5.3.3 Government makes responsible decisions to manage finite resources in the best interest of current and future - 3. Deliver innovation, excellence, <b>efficiency</b> and effectiveness in Council processes and services	<b>Integrated Systems</b> <i>Enable the integration of Council functions and services</i>				

			Y.1	Y.2	Y.3	Y.4
ICT Strategic Themes	Community Strategic Plan Alignment	Initiatives	18/19	19/20	20/21	21/22
<b>Smart</b> <i>Innovative ways of working and engaging with Council and anticipating community needs</i>	CSP 3.3.1 - The local economy is thriving - 1. Develop a reputation for “ <b>easy to do business</b> ” - aligning policy, planning, processes and services	<b>Mobility</b> <i>Allow staff and community to interact with systems anywhere, anytime</i>				
	CSP 5.3.3 Government makes responsible decisions to <b>manage</b> finite <b>resources</b> in the best interest of current and future - 3. Deliver innovation, excellence, <b>efficiency</b> and effectiveness in Council processes and services.	<b>Sustainability</b> <i>Ongoing operation of Council ICT in a sustainable and efficient manner</i>				
	CSP 5.3.3 Government makes responsible decisions to manage finite resources in the best interest of current and future - 3. Deliver <b>innovation</b> , excellence, efficiency and effectiveness in Council processes and services.	<b>Innovation</b> <i>Enabling new methods and ideas inline with industry trends</i>				
	CSP 5.3.3 Government makes responsible decisions to manage finite resources in the best interest of current and future - 3. Deliver innovation, excellence, <b>efficiency</b> and effectiveness in <b>Council processes and services</b>	<b>Automation</b> <i>Removing manual workloads within council process</i>				

			Y.1	Y.2	Y.3	Y.4
ICT Strategic Themes	Community Strategic Plan Alignment	Initiatives	18/19	19/20	20/21	21/22
<b>Digital</b> <i>Online paperless services, enabling an efficient, collaborative and sustainable council</i>	CSP 3.3.1 - The local economy is thriving - 1. Develop a reputation for <b>“easy to do business”</b> - aligning policy, planning, processes and services	<b>Council Portal</b> <i>One place to interact online with council</i>				
	CSP 5.1.1 People are well informed and actively <b>engaged in local decision-making</b> and problem solving - 1. Support local democracy through open communication and <b>inclusive participatory community engagement</b>	<b>Online Access</b> <i>Expanding the information available to community online and encourage online collaboration</i>				
	CSP 5.3.3 Government makes responsible decisions to manage finite resources in the best interest of current and <b>future</b> - 3. Deliver innovation, excellence, <b>efficiency</b> and effectiveness in <b>Council processes</b> and services	<b>Digital Council</b> <i>Create an organisation which is able to interact and transact digitally</i>				
	CSP 3.3.1 - The local economy is thriving - 1. Develop a reputation for <b>“easy to do business”</b> - aligning policy, planning, processes and services	<b>E-Services</b> <i>Enabling Council services to be performed electronically</i>				

## High Level Strategic Roadmap

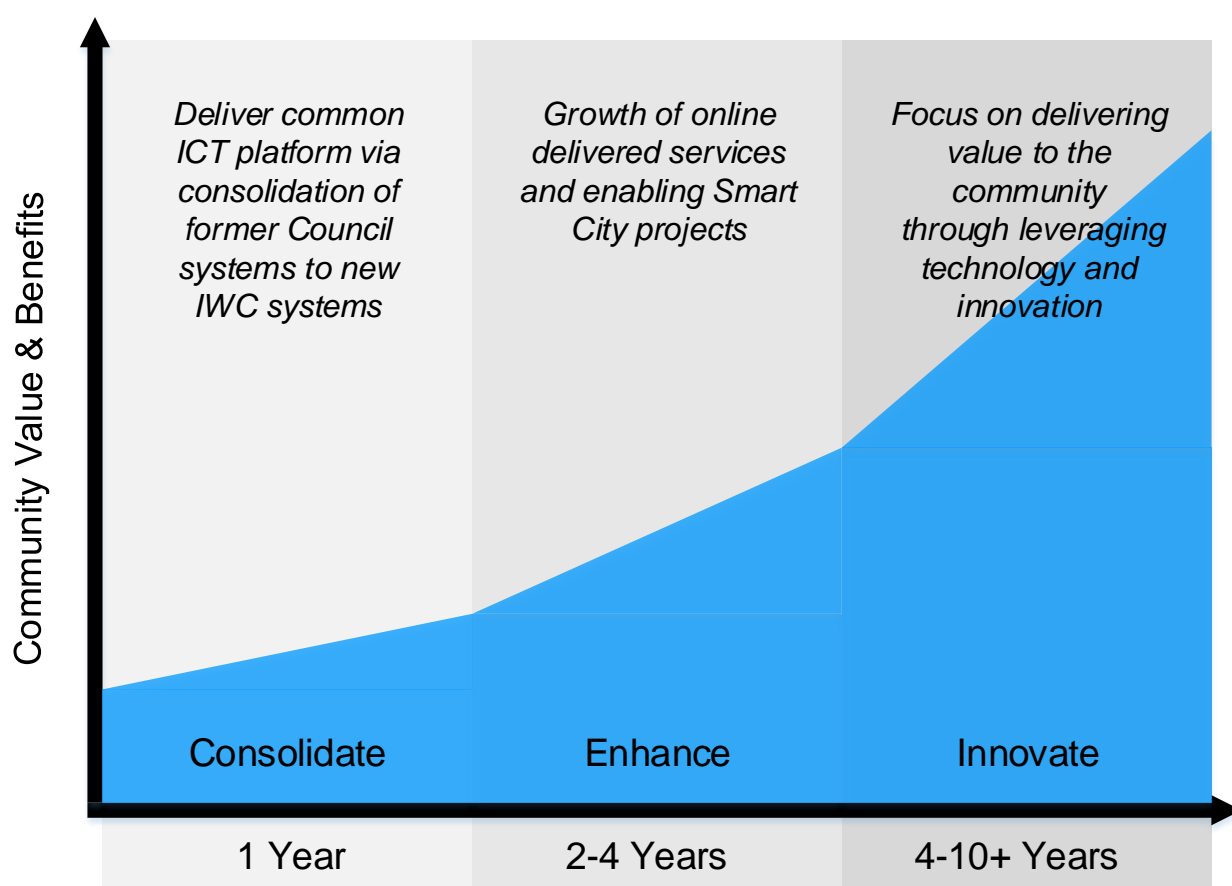
The following Figure 2 represents ICT's roadmap for delivering value to council and community over the duration of the CSP.

ICT's core focus in the next year is to continue to build a new IWC ICT common platform in line with delivering on amalgamation objectives of efficiency and sustainability.

In the subsequent years ICT can expand its focus on delivering higher value to community through greater online and digital services as well as enabling Smart City initiatives.

Longer term, the focus of ICT will centre on delivering ongoing value through technology and innovation.

Figure 2 -





## ICT Strategy Action Plan 2018-19

ICT Strategy Action Plan 2018-19			What does it mean for Community?	
ICT Strategic Themes	Community Strategic Plan Alignment	Initiatives	Operational Plan 2018/19- Consolidate 1 Year Actions	Success Measure
<b>Connected</b> <i>Unified council systems that seamlessly join community, partners and council service units together</i>	CSP 5.3.3 Government makes responsible decisions to manage finite resources in the best interest of current and future - 3. Deliver innovation, excellence, <b>efficiency</b> and effectiveness in <b>Council processes and services</b>	<b>Consolidated Systems</b> <i>Rationalise council systems creating a unified IWC system portfolio</i>	Implement single integrated system for core Council activities.	Data and functions are integrated
			Consolidate business systems and collaboration platforms	Data and functions are integrated
	CSP 5.3.3 Government makes responsible decisions to manage finite resources in the best interest of current and future - 3. Deliver innovation, excellence, <b>efficiency</b> and effectiveness in Council processes and services	<b>Network Connectivity</b> <i>Enable a connected Council</i>	Implement consolidated council data network and expand Wi-Fi availability at key Council facilities	Improved connectivity for corporate users and guests
	CSP 5.3.1 Government makes responsible decisions to manage finite resources in the best interest of current and future - 1. Undertake visionary, integrated, <b>long term planning and decision making</b> , reflective of community needs and aspirations	<b>Analytics / Reporting</b> <i>Improved analytics and reporting within and across council information</i>	Implement Business Intelligence dashboards for key service areas	Real time information is available for key decision makers



	CSP 5.3.3 Government makes responsible decisions to manage finite resources in the best interest of current and future - 3. Deliver innovation, excellence, efficiency and effectiveness in Council processes and services	<b>Integrated Systems</b> <i>Enable the integration of Council functions and services</i>	Integrate ICT applications and infrastructure domains	Technology supports the improvement and integration of Council functions
<b>Smart</b> <i>Innovative ways of working and engaging with Council and anticipating community needs</i>	CSP 3.3.1 - The local economy is thriving - 1. Develop a reputation for “ <b>easy to do business</b> ” - aligning policy, planning, processes and services	<b>Mobility</b> <i>Allow staff and community to interact with systems anywhere, anytime</i>	Provide field staff access to corporate systems and information from Mobile devices.	Field Staff able to respond to service requests
	CSP 5.3.3 Government makes responsible decisions to <b>manage</b> finite <b>resources</b> in the best interest of current and future - 3. Deliver innovation, excellence, <b>efficiency</b> and effectiveness in Council processes and services.	<b>Sustainability</b> <i>Ongoing operation of Council ICT in a sustainable and efficient manner</i>	Modernise ICT infrastructure platform and consolidate data centres	ICT services are available 95% of business hours
			Establish IT Governance structure and good practice service management framework	ICT investments are aligned to business objectives. ICT service levels are achieved consistently
			Implement a compliant and robust Information Management practice	Council's information assets are managed effectively and information management activities are compliant to applicable legislation
			Improve integrity, security and adoption of Electronic Document Management System	Council information is captured and managed effectively
	CSP 5.3.3 Government makes responsible decisions to manage finite resources in the best interest of current and future - 3. Deliver <b>innovation</b> , excellence, efficiency and effectiveness in Council	<b>Innovation</b> <i>Enabling new methods and ideas inline with industry trends</i>	Implement secure access to council systems anywhere, anytime for Council staff.	Increase flexibility and mobility of staff.

	processes and services.			
<b>Digital</b> <i>Online paperless services, enabling an efficient, collaborative and sustainable council</i>	CSP 3.3.1 - The local economy is thriving - 1. Develop a reputation for <b>“easy to do business”</b> - aligning policy, planning, processes and services	<b>Council Portal</b> <i>One place to interact online with council</i>	Build and launch new council website	Improved access to Council business, 24 hours a day, 7 days a week.
	CSP 5.1.1 People are well informed and actively <b>engaged in local decision-making</b> and problem solving - 1. Support local democracy through open communication and <b>inclusive participatory community engagement</b>	<b>Online Access</b> <i>Expanding the information available to community online and encourage online collaboration</i>	Pro active release of Council information on line	Improved access to Council information
	CSP 5.3.3 Government makes responsible decisions to manage finite resources in the best interest of current and <b>future</b> - 3. Deliver innovation, excellence, <b>efficiency</b> and effectiveness in <b>Council processes</b> and services	<b>Digital Council</b> <i>Create an organisation which is able to interact and transact digitally</i>	Increase digitalisation of Council information assets	Improved efficiency of council process
	CSP 3.3.1 - The local economy is thriving - 1. Develop a reputation for <b>“easy to do business”</b> - aligning policy, planning, processes and services	<b>E-Services</b> <i>Enabling Council services to be performed electronically</i>	Implement E-Services for payments, Customer Requests and Development Applications	Improved access to Council business, 24 hours a day, 7 days a week.

**KPI – Short term operational KPI's - 2018-2019**

<b>KPI</b>	<b>Target by 30 June 2019</b>
Number of Corporate Business Systems Applications Current = 3	Target = 1
Number of Council Data Centres Current = 5	Target = 2
Number of Council Data Networks Current = 4	Target = 1
Number of Telecommunication Providers Current = 2	Target = 1
Number of Print Management Providers Current = 5	Target = 1
Number of Desktop Operating Environments Current = 3	Target = 1