

EXECUTIVE COUNCILLOR FOR HIGHWAYS, TRANSPORT AND IT
07 AND 10 MAY 2019

IMT HIGH LEVEL STRATEGY 2019-22

On 25 April 2019, the Overview and Scrutiny Management Board supported the recommendation that the Executive Councillor for Highways, Transport and IT approves the Council's IMT High Level Strategy 2019-22.

The Board highlighted the following additional points:

- The Board recommended that a clear and measurable Action Plan be developed from the High Level Strategy to enable strategic oversight and monitor the delivery of the IMT Strategy programme. The Board also recommended that as part of the implementation of the IMT Strategy the Council consider benchmarking the IMT service and processes against those of other Local Authorities.
- The Board sought assurances that the IMT Service would have the necessary influence within the organisation to ensure compliance with the Business Priorities and Core Design Principles identified in the strategy. Officers confirmed that there was a need to develop a culture of support for services areas and identify the right balance to ensure a greater level of compliance across the organisation.
- The Board highlighted the need to ensure continued access to services for those service users without access to IT channels. Officers confirmed that there were no plans to undermine classic channels of engagement as part of the proposed IMT Strategy.
- The Board highlighted the benefits of smart speakers and open data initiatives in developing a truly digital organisation as a clear aspiration of the IMT Strategy.
- The Board highlighted the importance of self-help and self-service arrangements.
- The Board recommended effective engagement with the workforce to ensure training and development was effective to get the most out of the systems and software introduced as part of future modernisation.
- The Board recommended that consideration be given to the re-use of old county council IT equipment by care leavers, charities, etc.