

Quarter 1 Performance Report - Update on progress of the ICT Strategy. – Nikki Richards Head of Business Information & Systems

This ICT strategy is intended to design and embed a reliable, resilient ICT support service which will technically enable the implementation and ongoing delivery of the Strategic Commitments and Vision 2019. The strategy was agreed by CMT and the Strategic Assets Management Committee in early April 2016. At that time it was agreed that progress would be monitored through Audit and Governance Committee quarterly.

This is the first update and reflects the period April to June. In order to provide context for the update I have provided some additional detail, in this first update, of the overall objectives.

Detailed action planning is management through the Business Information and Systems Service plan which is monitored

The ICT Strategy will develop a standard approach to ICT service delivery based on the needs of the organisation. The outcome of the implemented strategy will be a customer focussed, responsive, internal support service that will seek to maximise opportunities to collaborate with partners, demonstrate value for money and offer efficiencies through improved ways of working across RBFRS. Successful implementation of the strategy will directly enable the delivery of the two core work programmes of, Organisational Development (OD) and Integrated Risk Management Plan (IRMP)

The strategy will seek to establish a set of core objectives around **Infrastructure, Business Applications, ICT Service Provision** and **Information Governance** which will set the ground rules for decision making.

Objective 1 - Infrastructure

To develop a reliable, robust infrastructure that will be able to respond to the changing needs of the organisation, as RBFRS delivers the objectives of Vision 2019. We will monitor performance across the IT environment by developing a set of performance measures. Improving the IT Infrastructure will be a priority for 2016-17. In achieving this objective we will

Objective 2 - Business Applications

To support effective and efficient working across RBFRS by ensuring that the systems we use are fit for purpose, offer flexibility and support collaboration. This will be achieved by working with end users to identify current and future requirements, eliminating bespoke systems and maximising use of standard systems. In addition to collecting baseline information on all our applications, we will focus development on our two core systems of Firewatch (our system for managing all people related data) and IBIS (our system for managing operational data). Firewatch development will be

managed through the OD programme board and IBIS through the IRMP programme board.

Objective 3- ICT Service Provision

To develop an internal service provider that supports RBFRS in all of its activities from supporting frontline operational activities including Thames Valley Fire Control Service, to enabling efficient business functions including Finance and HR We will structure the service to facilitate shared working by implementing IT Service Management best practice (ITIL) selectively to those areas of the ICT service that will benefit the most including Change Management, Software and Hardware Asset Management, Problem Resolution and Continuous Improvement. We will actively seek opportunities to work collaboratively to improve efficiency and build resilience. Where appropriate these will be monitored by establishing performance measures. Implementation will be sequenced based on assessment of risk over the 3 years of the plan and scheduled annually as part of service plans.

Objective 4- Information Governance

To establish an Information Governance Framework by working with the Service to create a set of structures, policies, procedures, processes and controls which makes sure we effectively and securely manage and share, both our data and information and that of our partners; In doing so we will ensure compliance with the requirements of PSN. This part of the strategy will be commissioned and monitored by the IRMP Programme board which is chaired by the SIRO (Senior Information Risk Owner). We will seek to have PSN accreditation by the end of June 2017 to support connection the Emergency Services Network (ESN) and plan to embed the framework from 2017 onwards.

The strategy will be delivered in four phases:

Phase 1 - Putting the foundations in place- 2016/2017

Phase 2 - Implement, Communicate, Embed -2016-2018

Phase 3 - Deliver, Monitor, Collaborate- 2017-2019

Phase 4 - Improving and Sharing - 2018/19

A summary of performance to date follows on the next page.

Task	Progress	RAG Status
1. ICT and Information Management structure designed to meet future needs	Reorganisation was completed in quarter 1 and the new structure can into operation from the 1 st of June. The reorganisation save 10% in salary costs and created and amalgamated ICT and information management to the new department Business Information and Systems	
2. ICT Information governance framework established and approved by IRMP	Scheduled to start Q2	
3. All ICT contracts compliant with RBFRS contact standing orders and contracts register established	This is complete and the contracts register is available on the internet.	
4. Guiding principles implemented and PSN (Public Service Network) accreditation achieved	This is schedule for Q3 & Q4	
5. Current and future data management requirements reviewed	This is schedule for Q3 & Q4	
6. ICT infrastructure is fit for purse and supports a reliable, robust IT environment	Significant improvements have been made in ensuring the stability and reliability of the infrastructure further will continue across the year but progress is on track	
7. ICT Investment plan is created to align to medium term financial plan	Scheduled to start Q2	
8. Software and Hardware Asset management plans established	This is schedule for Q3 & Q4	