



**Item: 9**

**Asset Management Sub-committee: 3 September 2024.**

**Information Technology Strategy – Delivery Plan Update.**

**Report by Corporate Director for Neighbourhood Services and Infrastructure.**

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## **1. Overview**

- 1.1. The Information Technology Strategy is a technical plan which underpins and supports delivery of the Digital Strategy and focusses on improving and sustaining the Council's IT systems and infrastructure. The Digital Strategy sets the vision and objectives through which all services across the Council will harness digital developments to provide improved, more efficient services for the public.
- 1.2. On 26 January 2021, the Asset Management Sub-committee recommended that the Information Technology Strategy, for the period 2021 to 2024, be approved.
- 1.3. The Strategy group's actions under the following headings:
  - Cyber Security.
  - Governance.
  - Customer Focus.
  - Digital Workforce.
  - Infrastructure and system.
  - Internal and external communications.
- 1.4. The Strategy seeks to:
  - Continue to improve the Council's underlying infrastructure.
  - Provide the foundations for the rapidly moving shift towards digital delivery and support the objectives of the Digital Strategy.
  - Provide an IT Strategy Delivery Plan to cover the same period as the Information Technology Strategy to ensure its successful delivery.
- 1.5. Attached as Appendix 1 to this report is the updated IT Strategy Delivery Plan for the period to September 2024.

## 2. Recommendations

2.1. It is recommended that members of the Sub-committee:

- Scrutinise the updated Delivery Plan, attached as Appendix 1 to this report, in order to obtain assurance with regard to progress being made in implementing the Information Technology Strategy.

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### Implications of Report

1. **Financial** - No financial implications arise directly from this report which presents information on the progress of the Information Technology Strategy Delivery Plan for scrutiny.
2. **Legal** - Not applicable.
3. **Corporate Governance** – Not applicable.
4. **Human Resources** – None related to the recommendations in this report.
5. **Equalities** – An Equality Impact Assessment is not required in respect of performance monitoring.
6. **Island Communities Impact** – An Island Communities Impact Assessment is not required in respect of performance monitoring.
7. **Links to Council Plan** - This report on the progress of the Information Technology Strategy Delivery Plan for scrutiny is a matter of internal corporate governance and not directly contributing to the aforementioned.
8. **Links to Local Outcomes Improvement Plan** - This report on the progress of the Information Technology Strategy Delivery Plan for scrutiny is a matter of internal corporate governance and not directly contributing to the aforementioned.
9. **Environmental and Climate Risk** - No environmental and climate risk implications arise directly from this report which presents information on the progress of the Information Technology Strategy Delivery Plan for scrutiny.
10. **Risk** - Improvement of existing assets can help reduce risks associated with these assets, particularly in relation to Cybersecurity.
11. **Procurement** – All purchases of infrastructure required meet all the requirements of the Financial Regulation and Contract Standing Orders and the Council's procurement policy.
12. **Health and Safety** - Well-maintained assets will assist the Council ensure Health and Safety for staff and public.
13. **Property and Assets** – Well maintained assets add value and IT security.

- 14. Information Technology** - Up to date IT systems work towards a reduced risk to the Council.
- 15. Cost of Living** – Not applicable.

### **List of Background Papers**

IT Strategy 2021-24.

### **Appendix**

Appendix 1 - IT Strategy Delivery Plan: Update September 2024.

# IT Strategy Delivery Plan: Update September 2024.

## 1. Purpose

### 1.1.

This Delivery Plan provides information on progress up to September 2024 on delivering each of the objectives of the Information Technology (IT) Strategy.

## 2. Introduction

### 2.1.

The IT Strategy was last reviewed and approved by the Council in January 2021. The Council's Digital Strategy was approved by the Council in March 2022. Both the IT Strategy and the Digital Strategy are closely related, and both relate to the delivery of improvements to OIC information systems.

### 2.2.

The IT Strategy is a technical plan which underpins and supports the Digital Strategy and aims to improve and maintain the Council's IT infrastructure and systems.

### 2.3.

The Digital Strategy sets the vision and objectives through which all services across the Council will harness digital developments to provide improved, more efficient services for the public, through objectives grouped around 3 main themes: customer focus, a digital workforce, and systems and infrastructure.

### 2.4.

The table below set out the detail of how the IT strategy is being delivered. The IT Strategy has a number of strategic targets, grouped into 6 themes. Objectives have been abstracted from the strategic targets in the strategy, and the table in sub-section of section 3 below, corresponds to a group of actions (one per row) contributing to that objective.

## **2.5.**

Each action is owned by a specific member of staff, who is accountable for the correct and thorough completion of the task, and each is led by a specific member of staff who is responsible to the owner for the planning, execution and implementation of each necessary piece of work.

## **2.6.**

For each action, progress to date is reported, and an indication is given of the next steps planned. Where appropriate, an indication is given about where to find more information about the project or workstream.

## **2.7**

The next iteration of the IT Strategy will need to be delivered with an eye on the very different landscape that the response to the COVID-19 pandemic has created.

### 3. Actions to Support IT Strategy Objectives

#### 3.1. Cyber Security Objectives

We will maintain a secure physical and virtual environment, with a high degree of resilience and confidence, based on national standards, and to maximise the benefits to the Council and its citizens.

##### 3.1.1.

Objective 1.1: We will implement suitable security controls to support efficient functioning of OIC ICT infrastructure.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
1.1.1. Public Services Network (PSN) accreditation.	Kenny MacPherson	Tony Whenman	Blue	Blue	External Assessment for accreditation in 2023 has been completed and findings reported back to OIC in May 2024. Remediation work has been completed and accredited has been received.	Action Complete. However, preparations for the next PSN accreditation due May 2025 have started with the procurement of an IT Health Check for all Corporate IT Systems.

### 3.1.2.

Objective 1.2: We will develop co-operative connectivity with public sector and third sector bodies.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024.	Next Steps.
1.2.1. Implement SWAN2 services.	Thomas Aldred	Vince Buchan	Green	Green	<p>The Scottish Wide Area Network (SWAN) used by many councils and public sector organisations delivers connectivity to the Council Headquarters and other OIC sites (mainly outside Kirkwall and Stromness)</p> <p>The national contract for SWAN has ended and the procurement process for a successor (SWAN2) has now been completed, with transitions to new BT circuits to be completed by March 2026.</p> <p>Orkney Islands Council has completed a Deed of Adherence with National Services Scotland to the SWAN Membership Agreement to ensure continuity of SWAN Membership.</p> <p>Call Off Contracts have been signed with BT and technical solutions have been agreed.</p>	Order circuits required.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024.	Next Steps.
1.2.2. Implement joint systems with NHS Orkney - Paris	Kenny MacPherson	Thomas Aldred	Blue	Blue	<p>Health and Social Care Teams in Orkney Health and Care from both OIC and NHS Orkney have access to the Health &amp; Social Care Case Management System “PARIS.”</p> <p>A programme of work led by the Improvement and Performance team has been developed and has been executed to improve the functionality and capability of the system and to roll out this solution to more teams within Orkney Health and Care – including further NHS teams who currently do not have features and functionality within the system.</p> <p>Recent progress has included improvements in secure document access and significant work on ensuring the quality of data stored within the system as part of Children’s review.</p> <p>NHS staff using NHS devices within School Place now have access to the PARIS system.</p> <p>A new version of PARIS (7.3) is available and is now in use.</p>	Installation complete



Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024.	Next Steps.
					New infrastructure and Oracle licensing has been procured and is in place and operational.	
1.2.3. Implement joint systems with NHS Orkney – M365	Thomas Aldred	Vince Buchan	Blue	Blue	<p>The Scottish Government Digital Office Microsoft 365 collaboration project has been set up to create a Digital Partnership between Orkney Islands Council and NHS Orkney to recognise the transformational potential of using M365 as a collaboration platform between the two organisations to provide concrete deliverables.</p> <p>OIC and NHS Orkney partners have evaluated Information Governance in relation to first steps which for this project is MS Outlook calendar sharing.</p>	Outlook Calendar sharing is complete.

**3.1.3.**

Objective 1.3: We will develop a culture of security by raising awareness of personnel to vulnerabilities, risks and threats from cyberspace and the need to protect information systems.

<b>Action.</b>	<b>Owner.</b>	<b>Lead.</b>	<b>Previous BRAG.</b>	<b>BRAG.</b>	<b>Current position, September 2024.</b>	<b>Next Steps.</b>
1.3.1. Identify and implement measures to develop a culture of security.	Thomas Aldred	Tony Whenman.	Blue	Blue.	<p>Information Governance Group owns and maintains standards.</p> <p>Use of regular all staff bulletins and email alerts to educate and inform.</p> <p>Information Security Officer developed content for mandatory online training courses for all staff, now delivered through iLearn.</p> <p>Close co-operation between Information Security Officer and Information Governance Officer, within Information Governance Group and operationally.</p>	<p>Action Complete.</p> <p>However, the ongoing work to ensure high levels of security awareness remains.</p>

**3.1.4.**

Objective 1.4: We will actively participate in national initiatives for sharing intelligence.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
1.4.1. Identify and implement measures to participate in national intelligence sharing initiatives.	Kenny MacPherson	Tony Whenman.	Blue	Blue.	<p>The Council's Information Security Officer is a member of the UK-wide CiSP (Cyber-security Information Sharing Partnership), ensuring that the Council shares and receives intelligence on current cyber threats.</p> <p>SciNET (Scottish Cyber Information Network) is a sub-group for Scotland of CiSp.</p> <p>The Scottish Local Authority Information Security Group is a sub-group of SciNET.</p>	Action complete.

### 3.2. Governance Objectives

We will report on progress and make sure that decision makers have the information they need to make sound decisions.

#### 3.2.1.

Objective 2.1: Regular reporting to Council Asset Management Sub-committee on the delivery of Digital & ICT Strategy, ICT Asset Management Plan and ICT Capital Programme.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
2.1.1. Establish regular Asset Management Sub-committee reporting.	Kenny MacPherson	Thomas Aldred	Blue	Blue	Reports to Asset Management Sub-committee are being submitted at least twice a year, either as stand-alone reports or included in broader financial reports.	Action complete.

#### 3.2.2.

Objective 2.2: Regular reporting on IT availability, incidents and progress is made to the Information Services Programme Board.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
2.2.1. Establish regular IT performance reporting.	Kenny MacPherson	Thomas Aldred	Blue	Blue	Reports to the Corporate Leadership Team are submitted quarterly. Work is in progress to develop better, clearer information using dashboard reporting and KPI monitoring, via technologies within Microsoft 365.	Action complete, but IT will continue to evaluate reporting processes.

**3.2.3.**

Objective 2.3: Establish and operate technology standards, standardising where appropriate.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
2.3.1. Establish technology standards using external advice.	Kenny MacPherson	Thomas Aldred/ Tony Whenman	Blue	Blue	National Cyber Security Centre (NCSC) guidance and Security Architecture Patterns are considered in the implementation of new infrastructure.  Over the last 18 months the focus has been on Windows 10 and making sure that the build deployed is standardised. The benefit of this is that security patching is faster, and management of security is simplified.	Ongoing improvements are in place with the new emphasis now being on Windows 11.
2.3.2. Establish technology standards using software tools	Kenny MacPherson	Thomas Aldred	Green	Green	By using OIC IT systems configuration to link into other applications to enable software deployment has been completed with success in the corporate environment in line with Microsoft best practice.  It is now seen that similar systems and procedures should be implemented in the school's infrastructure environment.	Corporate systems are complete. Education systems are being implemented to ensure best practice.

### 3.3. Customer Focus Objectives

We will use our experience to work with all Council services to introduce ICT systems with a stronger citizen/customer focus: any new system will meet the needs of users within the Council, and also those outside the Council who use it in any way; system design will take the needs of all these users into account at as early a stage as possible.

#### 3.3.1.

Objective 3.1: We will use feedback from customers and staff to deliver continuous improvements to our business processes.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
3.1.1. Establish processes to use feedback from users to improve IT processes.	Kenny MacPherson.	Thomas Aldred	Blue	Blue	IT Service Manager receives feedback from Council staff and feedback meetings with key user groups to dynamically problem solve issues when required.	Continue to use feedback from users to improve IT processes. This will include use of automated systems.

**3.3.2.**

Objective 3.2: We will implement collaborative technologies such as Office 365.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
3.2.1. Microsoft 365 project – corporate networks	Kenny MacPherson	Vince Buchan.	Green	Green	<p>All devices in the Council’s corporate network now use Microsoft 365 for Email, Teams, OneDrive and SharePoint as well as Office applications for both inhouse and remote working.</p> <p>Email protective marking has also been fully deployed to all staff who have an O365 account.</p> <p>Establishment of governance and training on Microsoft 365 in progress.</p> <p>IT have continued to develop further the adoption and use of Microsoft 365 including deeper leverage of the features available and wider use of features not yet adopted. This includes Bring Your Own Device (BYOD)</p>	Features identified for further investigation include Windows Hello, Windows Virtual desktop, Microsoft Autopilot, and Microsoft Quick assist.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
3.2.2. SharePoint Intranet Site	Vince Buchan	Ray Groundwater	Blue	Blue	SharePoint Intranet site is operational. Further continuous development will be implemented as and when required.	Initial setup and implementation complete.
3.2.3. Microsoft 365 project – corporate networks deployed to schools	Thomas Aldred	Vince Buchan	Blue	Blue	Trials completed where School Management Teams, Admin and Guidance staff are migrated to the same Microsoft 365 system used within the Council. This will enable the sharing of 'official sensitive' data via email and teams with NHS and OIC corporate staff over the secure accredited Microsoft 365 system used inside the Council HQ. Network is prepared in readiness; access has been granted with new corporate devices to several schools.	Initial rollout Complete. IT will continue with rollout to School Management Teams, Admin and Guidance staff in remaining schools as required by Education Department.



### 3.3.3.

Objective 3.3: We will review our Service Charter and introduce new targets as appropriate to support our changing business needs.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
3.3.1. Review IT Service Charter.	Kenny MacPherson	Thomas Aldred	Blue	Blue.	The ICT Service Charter was originally approved by the Information Services Programme Board (ISPB) in June 2016 and reviewed by the ISPB in June 2019. Individual Service Charter highlighting Service Level Agreements for Assessors has been developed and shared.	Action complete. However regular reviews to ensure the ICT Service Charter meets requirements.

### 3.3.4.

Objective 3.4: We will work to improve internal fault reporting and service delivery through the use of various software tools to ensure that important information is communicated effectively and clearly.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
3.4.1. Power BI Used for clear reporting	Thomas Aldred	Ray Groundwater	Blue	Blue.	Microsoft Power BI software enables reporting business intelligence (BI) data to be visualised. Significant work using Power BI has been done to use the information gained from the ICT Service desk and Nessus vulnerability risk reporting software	Processes complete.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
					to ensure important information is communicated effectively. Outputs are detailed in reports to the Corporate Leadership Team.	
3.4.2. Nessus Vulnerability Report	Kenny MacPherson	Tony Whenman	Blue	Blue	Nessus vulnerability reports for both the server and desktop/laptop systems are run on a weekly basis and reports generated are communicated to relevant IT staff for immediate software updates to mitigate software vulnerabilities.	Process complete, actions are ongoing.

### 3.3.5.

Objective 3.5: We will continue to identify Account Managers for digital technologies, to encourage our stakeholders to work with these Account Managers to discuss their issues and any planned ICT developments; we will ensure that account managers are visible, knowledgeable, proactive in communicating with stakeholders, and effective in receiving and taking action on feedback.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
3.5.1. Identify IT technology specialism teams.	Thomas Aldred	Ray Groundwater	Blue	Blue	IT specialism team leader roles are clearly visible and defined enabling proactive communication with stakeholders enabling effective action being taken on feedback received.	Recruitment exercises to fill vacant posts are conducted as required.

**3.3.6.**

Objective 3.6: We will use technology (where available and appropriate) and user workshops to train and inform staff on our service technologies.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
3.6.1. Creation of video files within MS Teams for training purposes	Thomas Aldred	Ray Groundwater	Blue	Blue	Work is underway to trial the recording of Teams sessions as a resource to be used in specific application areas.	Action complete. Will continue to develop further training videos as required.

**3.3.7.**

Objective 3.7: We will concentrate on developing and updating user guidance with the aim to make our staff more technically skilled and independent with the systems they use.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
3.7.1. Develop and update user guidance.	Thomas Aldred	Ray Groundwater	Green	Green.	Guidance is issued to staff as and when needed, generally when a project moves into the delivery phase.	SharePoint site to house all guidance in a user-friendly way.

### 3.4. Digital Workforce Objectives

We will embrace emerging technology and deliver a service that meets our customer expectations, also supporting our workforce to develop their own digital skills and implementing hardware that supports a more digital workforce.

#### 3.4.1.

Objective 4.1: We will support the introduction of new streamlined electronic processes and collaborative communications through the use of available interactive technologies, such as Office 365, Electronic Document Record Management System (EDRMS) CSP, and so on.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
4.1.1. Provide IT support to the Electronic Document and Records Management (EDRMS) project.	Vince Buchan	Ray Groundwater	Green	Green.	Technical input to the EDRMS project continues to be provided.	Work to be completed as required in the EDRMS Project Plan.
4.1.2 Upgrade the PARIS system infrastructure.	Thomas Aldred	Sharon Williamson / Ross Sutherland	Blue	Blue	Major version upgrade of PARIS is required. This is to include a server refresh. IT are working closely with Improvement and Support to ensure correct infrastructure is in place and supported for new version of PARIS. Infrastructure is procured and on site.	Action Complete

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
4.1.3 Upgrade of Housing system infrastructure	Thomas Aldred	Ross Sutherland	Green	Green	Housing system is requiring a major update both in application and database software. IT are working with Housing and vendor to plan upgrade path for a successful implementation. Test server upgrade has been completed successfully, and user acceptance testing is complete on test system. Live system has been upgraded to latest version.	Housing system upgrade is complete, the housing team are now working on updating relevant reporting templates
4.1.4 Upgrade of OIC Active Directory services	Thomas Aldred	Vince Buchan/ Ross Sutherland	Blue	Blue	Upgrading Orkney Islands Council's Active Directory services will pave the way for new processes to be put in place for use of cloud technologies and cyber security processes.  Present Active Directory services setup no longer fits Microsoft best practice setup. A full review with recommendations has been completed.	Implementation of new Active Directory setup to newly recommended best practice is in place.

### **3.4.2.**

Objective 4.2: We will demonstrate leadership behaviour that supports and fuels a digital culture among staff and customers.

Work towards this objective is being done as part of the Digital Strategy Delivery Plan objectives, under the theme of Digital Workforce.

### **3.4.3.**

Objective 4.3: We will listen to and support staff on how to get the best from digital systems.

Work towards this objective is being done as part of Customer Focus Objectives, at section 3.3 above, and within implementation projects described elsewhere in this plan, and in the Digital Strategy Delivery Plan.

### **3.4.4.**

Objective 4.4: We will improve and develop our staff's digital competency.

Work towards this objective is being done as part of the Digital Strategy Delivery Plan objectives, under the theme of Digital Workforce.

## **3.5. Infrastructure and Systems Objectives**

We will invest in and maintain the Council's ICT assets, both physical and data, to ensure they remain fit for purpose, and we will ensure they are resilient, secure and available, as well as improving services, while supporting innovation and change.

### 3.5.1.

Objective 5.1: We will ensure that the ICT asset base is available, resilient and effective.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
5.1.1. Embed processes for annual review of the ICT asset base.	Kenny MacPherson	Thomas Aldred	Blue	Blue.	The annual ICT Capital Replacement Programme supports this objective by ensuring timely replacement of priority core infrastructure. The ICT Capital Replacement Programme for 2024/25 was approved by Asset Management Sub-committee at its meeting in March 2024.	Deliver 2024/25 ICT Capital Programme by 31 March 2025.  Action shown as complete as now Business as Usual.
5.1.2 Benchmark IT performance and establish appropriate performance indicators.	Kenny MacPherson	Thomas Aldred	Blue	Blue.	An IT Benchmarking exercise was done, by SOCITM, with input from OIC IT staff and others. A set of Key Performance Indicators has been established and are reported on regularly to the Corporate Leadership Team.	Action complete.
5.1.3 Additional funding of £1.251M	Kenny MacPherson	Thomas Aldred	Green	Blue	Additional funding to assist in the rollout of Windows 11 and upgrade aging IT infrastructure both in the corporate and educational environments, has been granted. The spending	Action Complete

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
					programme was agreed at the Policy and Resources Committee in December 2021 and the Asset Management Sub-committee in August 2022. Procurement and installation has been successful on IT Infrastructure to a value of £1.251M	

### 3.5.2.

Objective 5.2: We will ensure resilience is considered as part of project definition.

Work towards this objective will be done under Governance Objective 2.3 above.

### 3.5.3.

Objective 5.3. We will seek to provide protection via good Disaster Recovery capability to support business continuity.



Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
5.3.1. Disaster recovery project.	Kenny MacPherson	Thomas Aldred	Blue	Blue	A new data centre has been implemented at the Harbour Master's building at Scapa and is operational. This synchronises IT systems between Kirkwall and Scapa. Iterative tests and exercises will be conducted as part of the operational remit to allow any gaps to be identified.	Action complete.
5.3.2 Immutable backups	Thomas Aldred	Ross Sutherland	Blue	Blue	Installation of an enhanced backup solution designed with measures to protect against ransomware cyberattacks is underway at both the main OIC datacentre and the disaster recovery data centre at the Harbour Master's building at Scapa. This adds an additional layer of protection to systems and data if an attack was orchestrated against OIC.	Action complete.

### 3.5.4.

Objective 5.4: We will support the innovation opportunities provided by developing a foundation for Business Intelligence and Data Warehousing to be explored and leveraged.

Work towards this objective will be done under Customer Focus Objective 3.3 above.

### 3.5.5.

Objective 5.5: We will continue to harden our local core infrastructure to provide an accessible, secure and stable ICT platform for existing and future system requirements.

Work towards this objective will be done under Infrastructure and Systems Objective 5.1 and Cyber Security Objectives 3.1 above.

### 3.5.6.

Objective 5.6: We will ensure that our network fully enables access to electronic resources such as the Scottish Educational Digital Network (GLOW), which supports employees working in more flexible and mobile ways.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
5.6.1. Upgrade network capacity for access to cloud systems.	Thomas Aldred	Vince Buchan	Blue	Blue	Network capacity has been upgraded to meet increased demands for access to cloud-based systems.	Action complete. But continue to review new system requirements.
5.6.2 Upgrade core networking infrastructure to ensure bandwidth capacity	Kenny MacPherson	Thomas Aldred	Blue	Blue	Core network Infrastructure is currently within bandwidth requirements for OIC services.	Continue to review

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
across network						
5.6.3 Make use of R100 infrastructure to enhance rural Wide Area Network (WAN) connections	Kenny MacPherson	Thomas Aldred	Green	Green	Make use of the Scottish Government R100 infrastructure as and when it becomes available to enhance rural Wide Area Network (WAN) connections where suitable.	Continue to review and make use of connections as required.

### 3.5.7.

Objective 5.7: We will introduce and promote the use of cloud technologies to enhance our ICT offerings to customers and staff on an enhanced expanded local to cloud-based network infrastructure.

Future work towards this objective will be done as part of Objective 3.3 (the Office 365 project), and Governance Objective 2.1 above.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
5.7.1. Introduce appropriate	Kenny MacPherson.	Thomas Aldred.	Blue	Blue	OIC Email, for available accounts, is entirely hosted on the cloud via Microsoft 365. Reviews are undertaken for all	Complete, Business as usual.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
cloud technologies.					council systems when major upgrades are required.	

### 3.5.8.

Objective 5.8: We will work with staff and partners in meeting their expectations and needs through identifying what systems and equipment are required, and we will improve efficiencies by identifying and removing redundant systems on our infrastructure.

Work towards this objective will be done as part of Governance Objectives (technology standards) and Customer Focus Objectives (account management), as well as within projects under the Digital Strategy Delivery Plan (including those established under the CR06 Modernising IT Change Review).

### 3.5.9.

Objective 5.9: We will use opportunities within the ICT team to train staff to cover across more than one system, thus moving away from the risk inherent in specialised, singleton posts.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
5.9.1. Ensure more than one member of IT staff is trained and allocated to provide support for each supported system.	Thomas Aldred	Ray Groundwater	Green	Green	Recruitment to specialised roles is proving difficult with one critical post not being filled. IT are working with HR to find alternative avenues for filling posts. We have therefore started to balance gaps in staffing with support from external providers and are using that to enhance skills and develop capabilities of IT staff.  3 members of IT staff are undergoing certificated training in specialised areas to allow for staff	Continue to review training needs for IT staff.  Many training programmes for IT staff are ongoing to develop an essential Up-To-Date skill set enabling IT to deliver current and future IT developments.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
					<p>progression to management to be effective.</p> <p>Work is underway to ensure that sufficient staff have the skills and experience to cover the support of all main systems and infrastructure.</p> <p>Training courses, including by external providers, have been delivered to staff, with more planned.</p> <p>As with many teams in OIC, the small size of the team is a limiting factor and there will always be some areas of risk. It is also important to recognise that IT involvement in functional areas (e.g. Benefits, Housing, Planning) is limited and for services to lead on.</p>	

**3.5.10.**

Objective 5.10: We will ensure our ICT infrastructure represents value for money and supports the council’s business objectives, including the objectives in the Digital Strategy.

Work towards this objective will be done as part of Governance Objective 3.3 above.

### 3.5.11.

Objective 5.11: We will improve our change management processes and publicise our forward schedule of change to keep staff and customers informed.

Action.	Owner.	Lead.	Previous BRAG.	BRAG.	Current position, September 2024	Next Steps.
5.11.1. Establish internal IT change management processes.	Thomas Aldred	Ray Groundwater	Blue	Blue	ICT have a regular Change Management meeting, for core systems and infrastructure.	Action complete.
5.11.3 Design change management arrangement for core corporate, and other sensitive and major, systems.	Thomas Aldred	William Moore	Green	Green	A Change Management process for cross-service, business critical systems is under development. IT are working closely with Improvement and Performance to ensure major/sensitive systems are upgraded in a controlled manner using recognised change and project management methodologies.	Plan change management arrangements for core corporate and other sensitive and major systems is ongoing.

### **3.5.12.**

Objective 5.12: We will ensure that our data holdings are secure, accurate and available to services to derive maximum value from the data we hold.

Work towards this objective will be done as part of Customer Focus Objective 3.1 and above.

## **3.6. Communication with Users**

We will communicate effectively with our customers, partners and staff, and where appropriate with citizens of Orkney and visitors; we will find way continuously to improve our services, especially when resources are limited.

### **3.6.1.**

Objective 6.1: We will continuously improve the Council's digital communications infrastructure and encourage its use, through providing facilities to support Council employees and customers to work and interact in a more flexible and mobile way, supporting sustainable communities.

Work towards this objective will be done as part of other objectives above, especially Governance Objective 2.1 and all Customer Focus Objectives above.

### **3.6.2.**

Objective 6.2: We will introduce and promote digital document and record management to support effective, secure document creation and storage.

Work towards this objective will be done as part of Digital Workforce Objective 4.1 above.

### **3.6.3.**

Objective 6.3: We will ensure easy access for staff and customers to information and meet our legislative data management requirements.

Work towards this objective will be done as part of Cyber Security Objectives and Customer Focus Objectives above.



#### **3.6.4.**

Objective 6.4: We will roll out enhanced desktop communications tools in keeping with our Microsoft 365 digital and governance strategies, as and when available, e.g., video, email, instant messaging, telecommunications, document and records management.

Work towards this objective will be done as part of Customer Focus Objective 3.1 above.

#### **3.6.5.**

Objective 6.5: We will review our use of technology and work towards using systems that are used by others, where possible

Work towards this objective will be done as part of Governance Objective 2.3 above.

#### **3.6.6.**

We will work proactively with partner organisations and other councils to achieve the best fit technologies for our customers, and so that we do not re-invent the wheel; this will include support for the 'Empowering Communities' programme.

Work towards this objective will be done as part of other objectives above, especially Governance Objective 2.3.

#### **3.6.7.**

We will improve fault reporting, ICT status information and staff communications through the ICT Helpdesk, Customer Services announcements, and creation of staff self-help.

Work towards this objective will be done as part of Customer Focus Objective 3.5 above.