

Committee:	Date
IS Sub Committee	18 June 2013
Subject: IS Strategy 2013 - 2018	Public
Report of: Chamberlain	For Information

Summary

This report follows on from the consultation document presented at the February 2013 committee.

Consultation on the IS Strategy was undertaken alongside gathering views from Department Management teams on the IS re-organisation.

Consultation is now complete and the feedback has been included in the attached IS Strategy document. This document is aimed at an internal City of London Corporation audience. A summary of the main aims and how this will enable delivery of the Corporation's aims and priorities will be prepared for wider publication.

As we implement the IS Reorganisation and the Sourcing Review over the next 6 months, we expect that this strategy will develop further and would therefore recommend that it be reviewed again by the committee at the end of 2013.

• **Recommendations**

That the Strategy is adopted and reviewed in 6 months.

Main report

Introduction

1. This document sets out the City of London Corporation's IS Strategy for the coming 5 years (2013 – 2018). It links to the Corporate and Chamberlain's Business Plans, as well as supporting the goals of the Corporate Transformation Board. It also builds on the IS Review, including the Phase 3 Sourcing Review and the IS Reorganisation.
2. The Strategy sets out the context and drivers for the Corporation, describes our engagement with our customers and the principles under which the IS Department will operate going forward.

Approach

3. The IS Strategy document has been developed in consultation with our customers. Business Relationship Managers worked with departments on the current issues and future needs of the organisation and we have held a number of workshops with the business to help shape the themes.
4. We have listened to feedback from our customers to shape the principles that underpin our strategy and have taken this into consideration in the IS Sourcing Review and the design of our new IS Structure.

Key drivers

5. 'Getting the basics right' forms the initial part of our Strategy ensuring we have a robust infrastructure and accessible and reliable systems with improvement on our current performance and customer satisfaction.
6. Innovation is important to us and was highlighted as such by the IS Sub Committee. We want to make sure that we are making the best use of the technology we have but investing in innovation and research to ensure the City of London Corporation keeps ahead of the game in technology.
7. Departmental priorities and Corporate Transformation Projects are enabled by technology. The technology roadmap sets out the pathway for delivering the enabling technology.
8. Value for money will be a critical driver across everything we do. Supporting departments to make savings and achieve greater efficiencies through better use of our investments.

Conclusion

9. Further consultation reinforced the requirements to get the basics right in order to ensure a stable foundation on which to take forward the innovation and new projects.
10. Departments understood the need to work in partnership with the IS Division to get the right solutions in place, accepting that rationalisation of systems may require compromise.
11. In order to make the best use of current investments in technology there was demand from departments for support and guidance from Business Analysis resource in the IS Division.
12. Members are presented with the IS Strategy that incorporates feedback from further consultation.

Appendices:

Appendix 1 – IS Strategy 2013 - 2018