

Report on	ICT Strategy
Date of Meeting	6 th June 2024
Reporting Officer	Barry O'Hagan, Head of IT
Contact Officer	Barry O'Hagan, Head of IT

Is this report restricted for confidential business? If 'Yes', confirm below the exempt information category relied upon	Yes	
	No	X

1.0	Purpose of Report
1.1	To seek the approval of the adoption of The New ICT Strategy for Mid Ulster District Council
2.0	Background
2.1	The Council has developed a Draft ICT strategy for the period 2024-2027 attached in Appendix 1. The Strategy has been presented to Council, Senior Management & Leadership Teams for review. Following on from that engagement the final strategy is presented for formal adoption.
3.0	Main Report
3.1	The ICT Strategy includes: The vision "We envision a Mid Ulster District Council where technology seamlessly enhances the lives of our citizens, Councillors and staff and underpins the success of our organisation."
3.2	Five Principles <ol style="list-style-type: none"> 1. Facilitators and enablers 2. Cyber Security 3. Needs Based 4. Harness Our Data 5. Collaborative Cloud Based Systems Aims The aims of the ICT strategy are: <ol style="list-style-type: none"> 1. Improved customer experience by enabling the delivery of services via digital channels, offering self-service options, and modern communication channels.

	<ol style="list-style-type: none"> 2. Improved governance and decision making to ensure that ICT's investments, resources, and energy are being used to support the Council's goals. 3. Enhanced operational efficiency by streamlining workflows, automating manual processes, leverage emerging technologies to enhance the staff and customer experience, and reduce costs. 4. Continue to protect information systems, data and privacy by maintaining and enhancing cybersecurity measures, ensuring compliance with regulations, and best practice. 5. Drive innovation by empowering our teams with the digital tools, skills and infrastructure to transform their services. <p>The strategy attached as appendix 1 to the report details more actions and outcomes around the aims of the strategy in detail.</p>
4.0	Other Considerations: None
4.1	Financial: None
4.2	Human Resources:
4.2	<p><u>Risk Management Implications</u> The ICT strategy seeks to address the Cyber Security risks presented to the Council directly and highlights Cyber Security as a key principle within the strategy.</p>
4.3	Screening & Impact Assessments:
4.4	<p>Equality & Good Relations Implications: The Head of IT has screened the proposed plans and confirms that the screening exercise has not identified any significant adverse equality or good relations implications</p>
4.5	<p>Rural Needs Implications: The Head of IT has screened the proposed recommendation and confirms that the screening exercise has not identified any significant adverse rural need implications.</p>
5.0	<p>Recommendation(s) That Members note the contents of the ICT Strategy and adopt the strategy for Council.</p>
6.0	Documents Attached & References
	Appendix 1: ICT Strategy 2024-2027