

Information Technology (IT) Strategic Plan 2020-2025

Introduction

This document defines the IT Strategy to enable the IT Team to help the GOC deliver the Corporate Plan. Having worked hard to provide an up to date infrastructure with appropriate security, the new strategy recognises the need to provide the business with the appropriate tools to respond to the changing environment as the business is increasingly depending on efficient, joined up IT services.

Background

For a period up to 2017 the GOC under invested in IT in general. Work commenced in 2017 to address this and the initial focus was on infrastructure. The physical servers were successfully transferred to our off-site host (Celerity) in January 2018 and it has taken 18 months to carry out the required remedial work to bring the infrastructure and security up to an acceptable level.

The GOC has now developed a Vision for Digitisation and this strategy has been written to help deliver that vision.

Analysis

An assessment of the current environment and opportunities has been undertaken to determine the best course of action. As a result, four primary objectives have been defined:

1. The GOC will be a modern and fully integrated organisation based on Microsoft 365 cloud-based software.
2. Deliver increased opportunities for staff and members to work flexibly in line with our people plan, whilst also improving IT and Data Security.
3. Provide improved system capabilities for our 30,000 customers (optometrists, dispensing opticians, student opticians and optical business) and our partners.
4. Provide improved IT services to the GOC.

The IT vision and mission are as follows:

- Vision: The IT Team with external partners provides IT services for the GOC, giving the organisation from which it is able to deliver its business goals.
- Mission: The IT Team fulfils the IT needs of the GOC by providing proven, high-quality services on a day-to-day operational basis with minimal disruption. The GOC's IT enables the organisation to achieve the continuous improvement outlined in its corporate strategy for 2020-2025.

Delivering the Primary Objectives:

1. Modernising and Integrating Systems:
 - a. Improve document management and collaboration by implementing SharePoint 365 to replace existing network storage (H, K and Z drives).
 - b. Setting up group, role-based permissions to deliver and control access to data.
 - c. Upgrade Dynamics 2016 on premise to Dynamics 365 Cloud CRM.
 - d. Build a new, non-proprietary interfacing environment to link Dynamics 365 to MyCET and the new MyGOC.
 - e. Improve document storage for customer data by integrating Dynamics and SharePoint.
 - f. Simplify staff sign on procedures through the full implementation of Azure Active Directory Domain Services.
 - g. Data consolidation allowing it to be input once and used in many places. Data will be shared not duplicated across GOC systems and will only need to be updated once.
 - h. Improve reporting to enable the GOC to be information and intelligence led.
 - i. Systems will always be kept up to date (no more than 1 version behind).
 - j. Secure 'follow-me' printing across devices available for all staff, enabling staff to print to a queue then select the most convenient printer to use.
 - k. Review systems regularly to ensure they still deliver business requirements effectively (at least every 10 years).
 - l. Rationalise systems environment. Where possible we should have as few suppliers as possible to minimise issues about data duplication and inconsistencies.

2. Increased efficiencies for Staff and members:
 - a. Improve access for staff to securely enable flexible working through location-based security and two factor authentication.
 - b. Improve staff mobility to allow them to work from anywhere by replacing a desktop environment with laptops.
 - c. Enable digital teamworking to augment traditional teamworking.
 - d. Extend Single Sign On (SSO) across our ICT Systems.
 - e. Enable access from any device operating system.
 - f. Facilitate secure access to GOC systems from personal devices.
 - g. Ensure all systems are mobile ready (accessible on any device).
 - h. Enable a digital environment for members.
 - i. Portal to enable sharing of case papers online for all parties.
 - j. Facilities to enable Council & Advisory Committee members to efficiently and securely access relevant information.
 - k. Improvements for Expert Witnesses including having a secure portal for sharing information.
 - l. Delivery of IT and cyber security skills training to enable staff to deliver efficient and effective services.
 - m. Improve IT infrastructure in the GOC Office.

3. Improve customer, provider and partner environments:
 - a. Create a new MyGOC customer portal.
 - b. Improve system integration for Registrants including rationalising sign on methods.
 - c. Modernise Online Register and delivering website improvements.
 - d. System improvements for Education providers including an on-line portal for sharing information.
 - e. Portal to enable online applications for member roles.
 - f. Provision of virtual conferencing facilities.
 - g. Improve collaboration with bodies such as the OCCS.
 - h. Improve the IT environment for assessors of international applications.

4. Improve IT Services:
 - a. Align IT services to the Information Technology Infrastructure Library (ITIL) framework.
 - b. Create a Service Level Agreement (SLA) for IT and the business.
 - c. Review and update IT Policies and procedures.
 - d. Review and retender IT contracts.