

2020-25 IT Strategic Plan

Meeting: 26 February 2020

Status: For noting

Lead responsibility: Mark Webster (Director of Resources)

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Council Lead(s): Mike Galvin.

Purpose

1. To enable Council to consider and note the IT Strategic Plan for 2020-25.

Recommendations

2. Council is asked to **note** the IT Strategic plan

Strategic objective

3. This work contributes towards the achievement of the following strategic objective: organisational transformation. This work is not included in our 2019 - 20 Business Plan.

Background

4. Over the last two years there has been considerable work undertaken on the GOC's infrastructure and security systems. This work is now largely complete and the strategic IT focus is now on improving key business systems to support the business and drive operational efficiencies.

Analysis

5. The IT strategy (Annex 1) has been developed in consultation with the GOC's staff through the IT Steering Group, SMT through the development of the 5-year plan and input from our key external suppliers.
6. The IT strategy identifies four primary objectives:
 1. The GOC will be a modern and fully integrated organisation based on Microsoft Office 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.

7. The following documents have been referred to in drafting the Strategic Plan

The 2020-21 detailed (quarterly) business plan which has four key deliverables:

- New GOC website (optical.org) (May 2020)
- CRM system upgrade (September 2020)
- New MyGOC website (September 2020)
- Microsoft SharePoint implementation (December 2020)

The 5-year (annual) outline business plan 2020-25 which reflects the key strategic deliverables.

The GOC's "vision for the digitisation". This is a detailed document developed through the IT steering group. It captures all the IT requirements of all the GOC operations. As the focus for 2020 is on the large-scale projects very little of this work will be undertaken in 2020. The steering group will focus on agreeing priorities and scheduling this work for 2021 and beyond.

Finance

8. The cost of delivering this work is fully reflected in the draft budget for 2020-21 and the outline forecast for 2021-22. A contingency has also been incorporated following discussion with ARC. The draft budget for total IT spend in 2020-21 is £1,171k and £671k in 2021-22.

Risks

9. Not having a clear, agreed IT strategy could result in the GOC not being able to deliver its wider corporate strategy, which underpins delivery across the organisation.

Equality Impacts

10. Full Equality impacts will be undertaken at an early stage for each major development.

Devolved nations

11. N/A

Communications

External Communications

12. The IT Strategic Plan 2020-25 will be published alongside the Strategic plan.

Internal communications

13. The IT strategy will be shared across the whole GOC.

Next steps

14. N/A

Attachments

Annex 1 : IT Strategy 2020-25