

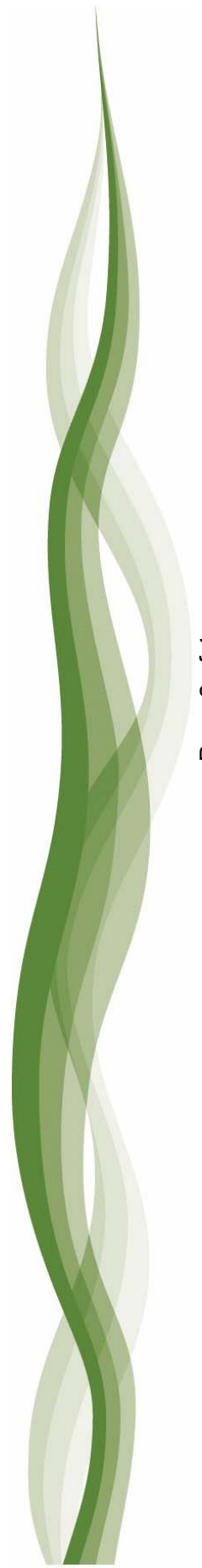
This work program has been developed taking into account all known ICT commitments. Work to refine this plan including staff resources and budget will develop as projects plans and requirements are identified.

Corporate ICT infrastructure projects

Projects	Deliverables	2010 - 2011	2011 - 2012	2012 - 2013	2013 - 2014	2014 - 2015
Developing the ICT service	Building a cost effective and service that will meet future needs of the council and it's citizens	✓	✓			
Technology infrastructure improvements	Ensuring that the technology implemented is aligned to corporate objectives	✓	✓	✓	✓	✓
Virtualisation	Making more efficient use of our technical infrastructure	✓	✓	✓	✓	✓
Further development of the telephony system	Providing improved services to our customers (internal and external)	✓	✓	✓	✓	✓
Unified communications	Providing improved services to our customers (internal and external)	✓	✓	✓	✓	✓
CRM	Providing improved services to our customers (internal and external)	✓	✓	✓	✓	✓



Projects	Deliverables	2010 - 2011	2011 - 2012	2012 - 2013	2013 - 2014	2014 - 2015
Support further development of the website	Providing improved services to our customers (internal and external)	✓	✓	✓	✓	✓
Information management and data security	Making better use of our information assets in a secure way.	✓	✓	✓	✓	✓
Single property Database	Providing a single view of all properties within our borough	✓	✓			



Matrix of relationships between corporate infrastructure projects and objectives

This matrix highlights the links between key corporate initiatives and the projects which will underpin them.

Corporate ICT infrastructure project	Across the organisation	Corporate sourcing strategy and shared services including commissioning	Accommodation strategy	Working Flexibly	Service access delivery and improvement	Green ICT
Developing the ICT service	✓	✓	✓	✓	✓	✓
Technology infrastructure improvements	✓	✓	✓	✓	✓	✓
Virtualisation			✓	✓		✓
Further development of the telephony system	✓		✓	✓	✓	✓
Unified communications	✓	✓	✓	✓	✓	✓
CRM	✓		✓	✓	✓	
Supporting further development of the website	✓		✓	✓	✓	✓
Information management and data security	✓		✓	✓	✓	✓



ICT planned commitments

Program of work	Deliverables	2010 - 2011	2011 - 2012	2012 - 2013	2013 - 2014	2014 - 2015
Core business activity	Providing the day to day ICT support to the business	✓	✓	✓	✓	✓
Legal shared services	Shared legal service with Tewkesbury Borough council	✓				
GO 7	Shared ERP system	✓	✓			
Service improvement	Trade waste , TIC Revs and benefits	✓				
Sourcing strategy	Possible ICT shared service with Tewkesbury	✓				
Sourcing strategy	Revs and bens Customer services HR shared service	✓				
Tell us once	A coordinated approach to single point of contact for life events	✓				
Working Flexibly	Delivering and supporting the technology required	✓	✓			
Public access upgrade	Delivering and supporting the technology required	✓	✓			
Joint core strategy interactive map	Delivering and supporting the technology required	✓				

