

Summary of SOCITM Shared ICT Service Business Case

Benefits Summary

- Overarching management of all ICT leads to achievement and support of more rapid decision making
- Orderly transition from authority specific to shared applications
- Effective control of costs through a single shared ICT Budget
- Single standard for communication between all three authorities.
- Early use of a single email and calendar facilities
- Reduction in complexity as servers are rationalised
- Better opportunities for remote and home working.
- Progression towards integrated applications that span all three authorities
- Improved end user support leading to reduced down time
- Integration of enabling technologies with back office systems improves user access to customer facing data and assists customer services.

Business Case - Prerequisites

This business case depends upon the following prerequisites:

- An agreement between the sharing authorities that the Shared ICT Service is appropriately governed to enable a single standard of ICT Governance to be applied in all three authorities.
- An agreement between the sharing authorities including an agreement on the formation of a shared ICT budget where each party pays for and receives its 'fair share' of the shared ICT service.
- An agreed plan and timescale for comprehensive all in shared services that will enable the shared ICT Service to identify its internal customers and schedule resources accordingly
- Equitable Terms and Conditions for staff in the shared ICT service that will support the ethos of job evaluation ie same pay for same job. (The use of the Skills Framework for the Information Age would aid such harmonisation).
- An agreed timetable for the introduction of Shared ICT Services.

Appendix A to Shared ICT Service Report

Suggested Timescale for the Implementation of a Shared ICT Service

ID	Task Name	Start	End	Q3 08				Q4 08			Q1 09				
				Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
1	Joint Steering Group decision	04/06/2008	04/06/2008	◆											
2	Create Business Development Forum	05/06/2008	05/06/2008												
3	Confirm Shared service Structure	17/07/2008	31/10/2008	████████████████████											
4	Address HR & Finance issues	11/06/2008	30/03/2009	██											
5	Standardise Active Directory	05/06/2008	01/09/2008	██████████											
6	Assuming clear indication of Boundary Committee findings the following tasks can be addressed:	01/09/2008	01/04/2009	██											
7	Develop PID	01/09/2008	30/09/2008	██████											
8	Appoint Project Manager	01/09/2008	12/09/2008	██											
9	Commence procurement of Comms Links	01/09/2008	31/12/2008	████████████████████											
10	Complete Job Descriptions	03/11/2008	31/12/2008	████████████████											
11	HoIT and Senior Manager Selection	02/01/2009	27/02/2009	████████████████											
12	ICT Management Team in place	01/04/2009	01/04/2009	◆											
13	Budget/ Funding structure in place	01/04/2009	01/04/2009	◆											
14	Staff Terms & Conditions in place	01/04/2009	01/04/2009	◆											