

Response to Request for Information

Reference FOI 001548
Date 2 October 2017

Internal Plans and Strategies

Request:

I wish to submit a new freedom of information request relating to the organisations internal plans and strategies around the following departments:

Information Technology

- a. IM&T, IS, ICT Strategy 2016 (Not Clinical Strategy)
 With reference to question a., I can confirm that City of Wolverhampton holds this information. The information you have requested is exempt under Section 21 of the Freedom of Information Act (FOIA) because the information is accessible to you as it is already in the public domain.

Please see the link supplied below:

<https://wolverhampton.moderngov.co.uk/documents/s11805/WCC%20ICT%20Strategy%202015%20-2018%20v1%201%20Final%202.pdf>

- b. IM&T, IS, ICT Business/Departmental Plan 2017/18- Update/Version
 With reference to question b., please see table supplied on page 2.

ICT Delivery Plan for 2017/2018

| Corporate Plan Priority | Activity | Target Start | Target End |
|--------------------------------|--|---------------------|-------------------|
| Confident, capable council | Modernise the end user device estate and software operating platform | Summer 2016 | Winter 2017 |
| Confident, capable council | Migrate Housing Management solution to a cloud hosted service | Autumn 2016 | Winter 2017 |
| Confident, capable council | Improve data quality and data management across key system data sources | Winter 2016 | Summer 2018 |
| Confident, capable council | Modernise the Print and Mail functions | Spring 2017 | Spring 2018 |
| Confident, capable council | Digitally enable meeting rooms, providing digital signage to rooms and meetings | Spring 2017 | Summer 2018 |
| Confident, capable council | Refresh of the Council's Digital Strategy, incorporating the enabling ICT strategy, for the next 3 years | Summer 2017 | Winter 2017 |
| Confident, capable council | Enhance the Council's online 'My Account' citizen portal with digitally enabled transactions | Summer 2017 | Summer 2018 |
| Confident, capable council | Upgrade and migrate the Social Care solution to a cloud hosted service | Summer 2017 | Spring 2019 |
| Confident, capable council | Upgrade Adult Social Care Telecare solution | Autumn 2017 | Spring 2018 |
| Confident, capable council | Deploy a unified communications solution to support agile and collaborative working | Winter 2017 | Autumn 2018 |
| Confident, capable council | Enable greater insights across HR, Finance and Customer Services data | Winter 2017 | Summer 2018 |
| Confident, capable council | Modernise the Contact Centre telephony platform | Spring 2018 | Winter 2018 |

[NOT PROTECTIVELY MARKED]

c. IM&T, IS, ICT Department Org Chart

[With reference to question c., please see structure supplied on page 4.](#)

For the documents I have requested above I require the most recent 2018 version/update. If there're documents that have not yet been published, then please provide me with the relevant date of when these documents will be available.

City of Wolverhampton Council ICT Structure – October 2017

