Management response

Report title: Information Technology – Corporate Assessment Follow-on Review

Authority: Monmouthshire County Council

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Proposals for improvement

Ref	Proposal for improvement	Intended outcome/ benefit	High priority	Accepted	Management response	Completion date	Responsible officer
P1	Review and revise the iCounty Business Plan for 2016-2019 by setting out clear and measurable actions to enable senior managers and members to effectively monitor and manage progress of its implementation.	Clarity around what the Council seeks to achieve through information technology against which performance can be measured, managed and monitored.	✓	Accepted	A revised business plan for 2016/19 was established in April 2016 and provides a baseline of indicators to measure progress. We recognise the need to further develop the data and indicators used to further support the monitoring of progress in the plan. Although, establishing arrangements to collate this information in some cases will require ongoing development. The iCounty strategy has been established for two years, a review of the strategy will commence shortly to ensure it remains relevant and up to date based on latest evidence and information.	Ongoing September 2017	Head of Digital Chief Officer Resources
P2	Review membership of the Digital Board following changes in software provider to ensure no conflicts of interest.	Assurance that membership of the Digital Board represents the Council's best interests and is well placed to drive improvement in information technology.	✓		The Council does not have a software provider of choice it has a number of delivery agents, which was made clear as part of the review. The Council is assured that current membership of the Digital Board is appropriate. Separate from this proposal but related to the Digital Board, a more holistic review of the programme board structure in place within the Authority will be undertaken to ensure that governance arrangements are aligned to work around Future Monmouthshire. There will be a need to ensure as part of the review that the programme boards have purpose and have appropriate representation.	March 2017	Chief Officer Resources

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P3	Negotiate and agree commercial grade Service Level Agreements with SRS in advance of new organisations joining the partnership to support sound governance, and to enable the Council to measure service delivery, and assure itself that its IT needs continue to be met.	Clarity around the services to be provided by SRS, against which performance can be measured, managed and monitored.	✓	Accepted	A commercial grade Service Level Agreement with SRS is being developed and will need to be agreed with all partners.	March 2017	Chief Operating Officer SRS
P4	Complete the database of systems used by the Council, identifying information such as contract details, costs, and the comments of the system owners, to support the Council in its strategic management of IT resources.	A clear record of information technology systems used by the Council to support management and effective decision making.	✓		A database of systems used by the Council is already in place. Work is already in progress and has been identified in the business plan to continually review and update the database. The database informs decision making, identifying opportunity for collaboration, replacement and development.	Ongoing	Head of Digital
P5	Review the Council's risk management arrangements to assure itself it manages risks consistently across directorates and identifies, escalates, and addresses risks in a timely and appropriate way.	Better recognition and management of information technology risks as part of the wider corporate risk management arrangements.	✓	Accepted	The Council's risk management policy was last reviewed in March 2015. The strategic risk assessment covers high and medium level risks. Lower level strategic and operational risks are managed through service improvement plans or projects specific risk registers. Risk management arrangements will be reviewed to ensure they are in line with requirements in the well-being of future generations act.	March 2017	Policy and Performance Manager