

Appendix A : ICT Action Plan 2008 – 2013

The following Action Plan as been extracted from the ICT Strategy, and forms a list of all the actions from the Strategy to be completed over the coming five years.

It is not an exhaustive list of all the work that will be carried out, as there will be other tasks which will arise from work planned in other service areas, and in response to changing needs that were not anticipated during the creation of this strategy.

This action plan is intended to inform annual service planning and the personal work programmes of the ICT team, and to be used as a monitoring tool to track progress with targets throughout the life of the strategy.

Actions which cannot be delayed because of legislative reasons, because delay would result in a breach of a maintenance contract, or where delay would have serious repercussions for other actions or projects, have been identified in the plan as priorities.

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| Key |
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| On target for completion |
| Unlikely to be completed on time |
| Completion overdue (delayed into following year) |
| Work completed |

| Action | | Lead Officer | Other staff | Resources | |
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| Actions for year 2008-09 | | | | | |
| | Integration of corporate contacts information into the CRM system | 2008/09 Priority Action | A Bright | TBC | ICT Staff time Staff time (other services) Potential development cost to be determined |
| | Creation, and adoption of an Information Security Policy | 2008/09 Priority Action | A Bright | Other partner authorities within DCC | ICT Staff time Cost of Information Security workshops |
| | Redeployment of existing MapInfo licenses to areas where a need can be demonstrated, to maximise their value | 2008/09 | D Partridge | | ICT Staff time |
| | Creation of a set of MapInfo training notes to support use, to be made available via the Intranet | 2008/09 | D Partridge | | ICT Staff time |
| | Population of the GIS meta-database with information relating to corporate GIS datasets, and provide training to users | 2008/09 | D Partridge | | ICT Staff time |
| | Provide access to the most recent Aerial Photograph (2005/2006) to all staff via the GIS | 2008/09 | D Partridge | | Cost £~4,000 from agreed budget ICT Staff time |
| | Installation of v3.9 of the iDOX DMS, including training for staff | 2008/09 | A Bright | iDOX users | ICT Staff time Staff time (trainees) |
| | Determine whether or not to utilise the Consultation Finder system through the NPA Portal, or continue with current local arrangements | 2008/09 | D Janota | A Williams | Staff time (other services) ICT Staff time Costs to be met from shared portal budget |
| | Installation of the HER system, to include integration between DNPA GIS system and | 2008/09 | D Partridge | D Griffiths J Marchand | ICT Staff time Staff time (other services) |

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| | DCC to seamless presentation of spatial data both a DNPA and DCC | | | A Crabb | Development cost from agreed budget |
| | Implementation of the Animal Markings system, provided by the Dartmoor Commoners Council, and training for staff | 2008/09 | D Partridge | R Steemson | ICT Staff time Staff time (other services) Development cost from agreed budget |
| | Upgrade of Asset Management System, to include new CIPFA and audit requirements | 2008/09 | D Laws | R White | Staff time (other services) ICT Staff time Purchase cost (£~5,000) |
| | Installation of an electronic Wintime booking terminal at the Princetown site | 2008/09 | A Bright | | ICT Staff time Cost to be met from agreed budget |
| | Migration of backend database for Wintime into SQL Server | 2008/09 | A Bright | R White | ICT Staff time Cost to be met from agreed budget |
| | Upgrade of all of the Authority's telephone switches to the latest firmware to maintain support and maintenance provision | 2008/09 | R White | A Bright | ICT Staff time Cost to be met from agreed budget |
| | Review of access control within Livelink for the Intranet to ensure tighter control of authorship | 2008/09 | A Williams | | ICT Staff time |
| | Introduction of a VHF radio repeater in the Dart Valley to improve radio coverage | 2008/09 | A Bright | J Stones | ICT Staff time Cost to be met from agreed budget (£~2,500) |
| | Ensure all server are running the same Operating System, (currently Windows 2003 Server) | 2008-09 | R White | A Bright | ICT Staff time Cost from agreed budget |
| | Document a formal backup strategy, as part of the planned Information Security Policy | 2008/09 | A Bright | | ICT Staff time |
| | Workstation operating system to be standardised (currently Windows XP Professional) | 2008/09 | R White | | ICT Staff time |
| | Introduce the option for staff to request a laptop | 2008/09 | A Bright | | ICT Staff time |

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| | computer to encourage more flexible working | | | | Cost of new hardware |
| | That comprehensive documentation of the corporate desktop be created to ensure effective knowledge transfer in the ICT team, particularly in the event of staff turnover | 2008/09 | R White | A Bright | ICT Staff time |
| | Carry out a comprehensive review of printing facilities | 2008/09 | A Bright | L Brown T Walker | ICT Staff time Staff time (other services) Additional hardware costs from agreed budget |
| | All workstations to be loaded with the Microsoft Office 2007 compatibility pack to ensure staff are able to access files received from members of the public and partners who may be already using Office 2007 | 2008/09 | R White | | ICT Staff time |
| | Install Microsoft Office 2007 on all workstations within the ICT Service so that support staff can be fully familiar with the product prior to rollout | 2008/09 | R White | | ICT Staff time |
| | Revision of Data Protection Policy | 2008/09 | A Bright | C Walledge | ICT Staff time Staff time (other services) |
| | Updating of the Disaster Recovery/Business Continuity Plan for ICT | 2008/09 | A Bright | | ICT Staff time |
| | Creation, and adoption of an Email Code of Practice | 2008/09 | A Bright | | ICT Staff time |
| | Carry out an Authority-wide audit of ICT skills, to provide a baseline of existing skills, prior to establishing a programme of ICT skills training | 2008/09 | A Bright | | ICT Staff time |
| | Installation of major upgrades to the PACS system | 2008/09 | A Bright | P Wills (Other staff in Planning Directorate) | ICT Staff time Staff time (other services) Cost (£~4,000) |
| Actions for year 2009-10 | | | | | |

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| | Provide input into negotiations regarding MSA2 | 2009/10 Priority Action | D Partridge | | ICT Staff time |
| | Preparation for the procurement of replacement aerial photography, to be flown in 2010/11 | 2009/10 Priority Action | D Partridge | | ICT Staff time Cost £~10,000 |
| | Create a secure extranet as part of the Authority's website for secure data and information exchange | 2009/10 Priority Action | A Williams | NPA Portal Manager | ICT Staff time |
| | Carry out a detailed cost/benefits analysis considering the use of server consolidation and virtualisation to reduce the environmental footprint of the network infrastructure | 2009/10 Priority Action | A Bright | R White | ICT Staff time Potential costs if implemented |
| | Upgrade of MS Exchange to v2007 | 2009/10 Priority Action | A Bright | R White | ICT Staff time Cost of upgrade and installation (~4,000) |
| | A programme of training for staff in the use of the CRM System | 2008/09- 2009/10 | A Bright | All staff | ICT Staff time Staff time (trainees) |
| | Creation of a bespoke grants module to incorporate all information relating to grant giving into the CRM | 2008/09- 2009/10 | A Bright | TBC | ICT Staff time Staff time (other services) Potential development cost to be determined |
| | Creation of a GIS Strategy | 2009/10 | D Partridge | GIS Users | ICT Staff time Staff time (other services) |
| | Maintain a watching brief on the implications of the INSPIRE directive | 2009/10 onwards | D Partridge | | ICT Staff time Cost of seminars/workshops as required |
| | All workstations upgraded to Microsoft Office 2007, and training provided for all staff | 2009/10- 2010/11 | R White | | ICT Staff time Staff time (trainees) Cost of software licenses |
| | Explore how the DMS could be expanded to include the central filing system | 2009/10 | A Bright | T Walker | ICT Staff time Staff time (other services) |

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| | | | | | Cost of DMS module development if required |
| | Develop a roadmap from the future development and rollout of the CRM system, (to include consideration for integration with other systems, FINEST/iDOX,etc) | 2009/10 | A Bright | TBC | ICT Staff time Staff time (other services) |
| | Respond to changes in the telephone system required as part of the implementation of the Communications Strategy | 2008/09-2009/10 | A Bright | J Weir | ICT Staff time |
| | Carry out a cost/value review of the current arrangements for maintenance of the Authority's telephone systems | 2009/10 | A Bright | | ICT Staff time |
| | Review provision of leased cost routing, mobile telephony and fixed line costs at least every three years to ensure value for money | 2009/10 | A Bright | | ICT Staff time |
| | Explore options for linking of Bleep with FINEST, to minimise the need for duplication in data entry | 2009/10 | A Bright | M Graves C Angell-Reimers | ICT Staff time Staff time (other services) Potential development cost |
| | Explore options for migration of the backend Bleep database into SQL Server | 2009/10 | A Bright | M Graves | ICT Staff time Potential development cost |
| | Upgrade of the CAMS system to v 5.3 | 2009/10 | D Partridge | S Bishop | ICT Staff time Staff time (other services) |
| | Evaluation of the CAMS Web system to assess its suitability for use | 2009/10 | S Bishop | D Partridge | Staff time (other services) ICT Staff time Cost of module if need is identified |
| | Migration of the backend database for Personnel Manager to SQL Server | 2009/10 | A Bright | N White | ICT Staff time Potential development cost |
| | Assess whether or not to implement the | 2009/10 | N White | A Williams | Staff time (other services) |

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| | eRecruitment system when it becomes available on the shared NPA web portal | | | | ICT Staff time Cost to be met from shared portal budget |
| | Revision of Computer Security Policy | 2009/10 | A Bright | | ICT Staff time |
| | Revision of the Internet Code of Practice | 2009/10 | A Bright | | ICT Staff time |
| | Replace the current 100Mbps switches with gigabit switches | 2009/10-2012/13 | R White | | ICT Staff time Cost of replacement hardware |
| Actions for year 2010-11 | | | | | |
| | Installation of major upgrades to the PACS system | 2010/11 Priority Action | A Bright | P Wills (Other staff in Planning Directorate) | ICT Staff time Staff time (other services) Cost (£~4,000) |
| | Conduct a cost benefit analysis of the current arrangements for email routing via DCC, to include consideration of alternative providers | 2010/11 | A Bright | R White | ICT Staff time |
| | Integration of NLPG data with PACS, in particular, data matching between site locations and NLPG data | 2010/11 | D Partridge | (Other staff in Planning Directorate) | ICT Staff time Staff time (other services) Potential external costs |
| | Carry out an analysis of options for increasing connectivity between the Apple Mac design system and the corporate network | 2010/11 | A Bright | K Townsend | ICT Staff time Staff time (other services) Potential external costs |
| | Revision of the Homeworking Policy | 2010/11 | N White | A Bright | Staff time (other services) ICT Staff time |
| | Revision of the Use of ICT Equipment off-premises Policy | 2010/11 | A Bright | | ICT Staff time |
| Actions for year 2011-12 | | | | | |
| | Carry out a cost/benefit analysis to determine whether McAfee should remain the preferred | 2011/12 | A Bright | | ICT Staff time Cost of software, if a |

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| | supplier of threat protection software | | | | change is deemed necessary |
| Actions for year 2012-13 | | | | | |
| | Installation of major upgrades to the PACS system | 2012/13 Priority Action | A Bright | P Wills (Other staff in Planning Directorate) | ICT Staff time Staff time (other services) Cost (£~4,000) |
| | Review provision of leased cost routing, mobile telephony and fixed line costs at least every three years to ensure value for money | 2012/13 | A Bright | | ICT Staff time |
| Actions which are ongoing throughout the life of the Strategy | | | | | |
| | Provision of training in the use of Livelink, for all staff who are identified content authors on the website or intranet | Ongoing Priority Action | A Williams | | ICT Staff time Staff time (trainees) |
| | Upgrade of the Livelink system to the latest version, to maintain compatibility with the NPA Portal, and to ensure continuing support and maintenance. | Ongoing Priority Action | A Williams | NPA Portal Manager | ICT Staff time |
| | To ensure that patch management and anti-virus updates are maintained to minimise external security threats | Ongoing Priority Action | R White | A Bright | ICT Staff time |
| | Ensure continuing compliance with WAI Level AA accessibility guidelines for the main website | Ongoing Priority Action | A Williams | All content authors | ICT Staff time Staff time (content authors) |
| | Routine testing of restores from backup to be carried out on a monthly basis | Ongoing Priority Action | R White | | ICT Staff time |
| | Maintain an adequately resourced and skilled ICT Team, capable of delivering the services and support required by all users of Authority | Ongoing Priority Action | A Bright | | ICT Staff time |

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| | ICT systems, and to enable the delivery of these strategic aims | | | | |
| | Continue to provide ICT inductions for all new staff prior to granting access to networked computer resources | Ongoing Priority Action | A Bright | R White | ICT Staff time |
| | Continue to provide Proprinter training for all new staff, and MapInfo training as a need is identified. | Ongoing | D Partridge | | ICT Staff time |
| | Assessment of future releases of the iDOX to determine the benefits, prior to implementation | Ongoing | A Bright | iDOX Users | ICT Staff time Staff time (other services) |
| | Assess the suitability of future releases of the Windows operating system to determine the most appropriate time to upgrade | Ongoing | R White | A Bright | ICT Staff time Cost of software when upgrade is deemed necessary |
| | Ensure all content on the website and intranet is reviewed at least annually | Ongoing | A Williams | All content authors | ICT Staff time Staff time (content authors) |
| | Continue to monitor levels of utilisation of data storage to ensure sufficient capacity is maintained, and to inform any decision on replacement | Ongoing | R White | A Bright | ICT Staff time |
| | Continue to monitor size the limit set on staff mailboxes, to ensure a balance between usability and manageability | Ongoing | A Bright | Input from all staff | ICT Staff time |
| | To continue to develop a suite of self-help guides, training manuals, procedures and FAQs which will be made available to all staff and members via the Intranet | Ongoing | All ICT staff | | ICT Staff time |