

NFDC ICT Strategy 2018- 2022

Appendix A: ACTION PLAN

Theme	Project	Outcome Desired	Start	End
Resilience & Security	Infrastructure Renewal – Servers, Network, Connections	Replace existing ICT infrastructure (servers, network, platforms, software) with a new infrastructure that meets the needs of the council and integrates with public cloud services as required.	Dec 2017	June 2019
Resilience & Security	HR/Payroll/Finance Replacement	Replace Agresso, which is ‘out of support’, with new applications for HR/Payroll and Finance.	Jan 2018	Dec 2019
Resilience & Security	EDRMS (Electronic Document and Record Management Systems) Replacement	Replace Meridio, which is ‘out of support’, with a new application.	Jan 2019	June 2020
Resilience & Security	Planning Application Replacement	Replace Acolaid, which is ‘out of support’, with a new application.	Jan 2019	June 2020
Resilience & Security	Operating System (SQL/Server 2020) Upgrade	Update the underlying operating system for all of our systems from SQL/Server 2008 which goes out of support in 2018 with the latest operating system.	Jan 2019	Dec 2019
Resilience & Security	Ongoing Infrastructure and Operating System Upgrades	Continue to ensure that upgrades are done at the first reasonable opportunity across our ICT estate (apps and infra) so that we don’t end up with a swathe of ‘out of support’ software or hardware again.	Jan 2019	Dec 2022
Flexible, Mobile Workstyle	Infrastructure Renewal - – Servers, Network, Connections	Replace existing ICT infrastructure (servers, network, platforms, software) with a new infrastructure that meets the needs of the council and integrates with public cloud services as required.	Dec 2017	June 2019
Flexible, Mobile Workstyle	Remote Connection	This is a workstream of the Infrastructure Renewal project, focusing on enabling high quality remote working with easy, reliable connectivity from remote locations.	Dec 2017	June 2019
Flexible, Mobile Workstyle	Office 365 - Communications and Collaboration Tools	Replace Exchange 2010 with Office 365 or similar to enable: status of each person; instant messenger; internal Skype (for internal calls, including multi-person calls); external Skype for all external incoming and outgoing telephony; Onedrive for personal document storage; plus email and all the standard Office apps.	Mar 2018	Dec 2019
Flexible, Mobile	Hybrid Device Rollout	Replace all Windows 7 desktop and laptop devices with Windows 10	Oct 2017	April 2018

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Workstyle		new hybrids to deal with Windows 7 going out of support and to enable smart working.		
Efficiency & VFM	HR/Payroll/Finance Replacement	Replace Agresso, which is 'out of support', with new applications for HR/Payroll and Finance.	Jan 2018	Dec 2019
Efficiency & VFM	EDRMS (Electronic Document and Record Management Systems) Replacement	Replace Meridio, which is 'out of support', with a new application.	Jan 2019	June 2020
Efficiency & VFM	Planning Application Replacement	Replace Acolaid, which is 'out of support', with a new application.	Jan 2019	June 2020
Efficiency & VFM	Master Data Management	Develop an overarching strategy / case for moving to single sources of key data items – the golden record. Then develop an implementation plan and do it.	Jan 2020	Dec 2021
Efficiency & VFM	Remaining legacy applications rationalisation and replacement	Review then either keep or retire, refresh, replace remaining applications not already reviewed and sorted.	Jan 2021	Dec 2022
Efficiency & VFM	IOT/AI/Automation/Big Data Potentials	Investigate potential for emerging technologies such as Internet of Things, Artificial Intelligence, Automation, and Big Data, then develop a roadmap and implementation plan for NFDC services	Sep 2020	Dec 2021
Digital Residence & Businesses	Website Replacement	Develop roadmap for NFDC website(s) and then implement the roadmap. Includes back office systems integration.	Jun 2018	Jun 2020
Digital Residence & Businesses	CRM (Customer Relationship Management) System replacement	New CRM for better workflow and information management linked with the new website and back office systems.	Jun 2019	Jun 2020
Digital Residence & Businesses	IOT/AI/Automation/Big Data Potentials	Investigate potential for emerging technologies such as Internet of Things, Artificial Intelligence, Automation, and Big Data, then develop a roadmap and implementation plan for NFDC services	Sep 2020	Dec 2022
All Themes	Next Generation Apps/Infra/ICT provision	Develop the vision for the next generation of ICT for NFDC for the period 2023 to 2030	Jan 2022	Dec 2022