

## Agenda Item 5 ES/015/11

### Policy and Scrutiny Scoping Document

<b>Committee</b>	Executive Scrutiny Committee	
<b>Topic</b>	Transformation Programme Scrutiny Review: IT Modernisation and Cloud Computing	Ref: ES-SCR-003(h)
<b>Objective</b>	<ol style="list-style-type: none"> <li>1. To gain an understanding of the IT Modernisation Programme and its' impact on customers</li> <li>2. To gain an understanding of cloud computing and how the Council intends to utilise this technology in the future.</li> </ol>	
<b>Reasons for undertaking review</b>	<p>The Transformation Programme is the most ambitious programme of savings and change undertaken by the Council, with the potential to radically change the way the Council does its business, and the shape of public services in the County as a whole.</p> <p>The Transformation Programme has been undertaken by the Council in response to rising customer expectations against a backdrop of financial challenge. The Programme has two main areas of focus; for the Council to become more customer focused, and to drive out efficiency savings of at least £300 million by 2012/13.</p> <p>Due to the cross-cutting nature of the Transformation Programme, and the potential radical changes that are proposed, the Committee identified a number of areas that they wished to explore in further detail.</p>	

<b>Method</b> <ul style="list-style-type: none"> <li>• Initial briefing to define scope</li> <li>• Task &amp; Finish Group</li> <li>• Commission</li> <li>• Full Committee</li> </ul>	Full Committee
<b>Membership</b> <i>Only complete if Task and Finish Group or Commission</i>	N/A
<b>Issues to be addressed</b>	<p><u>IT Modernisation</u></p> <p>Team members in this service have recently undergone a consultation to consider the structure of the service and how teams will need to operate in the future.</p> <ol style="list-style-type: none"> <li>1. What is the IT modernisation programme?</li> <li>2. What will IT services look like at the end of the process?</li> <li>3. What is the potential future benefit for customers?</li> <li>4. What is the potential for savings?</li> </ol> <p><u>Cloud Computing</u></p> <p>Information Services is working towards implementing Cloud Computing Services, where computing services and storage are provided over the internet and the Council only pays for what it uses.</p> <ol style="list-style-type: none"> <li>1. What are the Disaster Recovery arrangements?</li> <li>2. How robust is Cloud Computing?</li> <li>3. What is the cost?</li> <li>4. What is the timetable for implementation?</li> <li>5. Who will provide security arrangements and what will they be?</li> <li>6. What will Cloud be used to host? Is there an impact on personal data?</li> <li>7. Is this technology durable? Will it be overtaken by other advances in a short timeframe?</li> <li>8. Are there any alternatives?</li> <li>9. Will we be able to share the costs and responsibilities of Cloud with partners?</li> <li>10. What is the benefit of Cloud for customers?</li> </ol>
<b>Sources of Evidence and witnesses</b>	To be agreed

<b>Work Programme</b>	<p>Scoping document to be agreed on 22 March</p> <p>A preliminary evidence will take place at the 22 March 2011 meeting with the future work programme to be agreed.</p>		
<b>Indicators of Success</b>			
<b>Meeting the CfPS Objectives</b> <ul style="list-style-type: none"> <li>• <i>Critical Friend Challenge to Executive</i></li> <li>• <i>Reflect Public voice and concerns</i></li> <li>• <i>Own the scrutiny process</i></li> <li>• <i>Impact on service delivery</i></li> </ul>	<p>The Committee will be fulfilling its role as a Champion in the Council's Scrutiny Process.</p> <p>Action taken by the Committee to monitor the performance of the Transformation Programme will reflect upon both current service delivery and future improvements.</p> <p>The Committee will carry out its role as a critical friend to the Executive.</p>		
<b>Diversity and Equality</b> <i>Diversity and Equality issues are to be considered and addressed.</i>	<p>The Transformation Programme will impact on the public, staff, Members and partners.</p> <p>What equality impact studies have been undertaken?</p>		
<b>Date agreed by the Committees</b>			
<b>Future Action</b>			
<b>Governance Officer</b>	Hannah Cleary		
<b>Service Lead Officer(s)</b>	John Varney, Interim Chief Information Officer		