

ICT Business Plan 2010/2011

<u>Vision</u>	To provide and maintain ICT systems using the latest technology to a minimum of 99% availability
Business Development	<p>Ensure all available upgrades applied within 30 days of availability</p> <p>Respond to IT fault reports within 2 hrs</p> <p>Maintain 99% availability of central IT systems</p> <p>Disposal of obsolete equipment under WEEE regulations</p> <p>Timeware roll out to additional sites</p> <p>MS Office upgrade to latest version</p> <p>Implementation of Net Consent software</p> <p>Co-operation with Cluster grouping</p> <p>Development of Business Continuity Plan</p> <p>Installation of UPS systems in Server Room</p> <p>Upgrade of JDLC hardware – server and pc's</p>
Staff	<p>1 part-time</p> <p>1 full-time</p> <p>2010/2011 Budget £62,998</p> <p>Attend courses/seminars as and when required to keep up to date with latest technology</p> <p>Train full-time employee in Server 2008 management</p> <p>Exchange training</p>
External Liaison	Maintain membership of Local Government IT Officers Group
Resource Management	Maintain and develop ICT systems within budgetary limits.
External Standards	Systems developed in conjunction with current best practice and utilising latest technology
Results	<p>Ensure all available upgrades applied within 30 days of availability - ongoing</p> <p>Respond to IT fault reports within 2 hrs - ongoing</p> <p>Maintain 99% availability of central IT systems - ongoing</p> <p>Disposal of obsolete equipment under WEEE regulations - ongoing</p> <p>MS Office 2007 upgrades March 2010</p>