

AGENDA ITEM 6

CENTRAL SCOTLAND VALUATION JOINT BOARD

Subject: Information Technology Strategy
Meeting: Central Scotland Valuation Joint Board
Date: 16th November 2018
Author: Pete Wildman, Assessor & ERO

1.0 INTRODUCTION

- 1.1 This report is to advise members of the Valuation Joint Board of the new Information Technology (IT) Strategy prepared by the Assessor's Management Team in consultation with our Information Technology Team

2.0 BACKGROUND

- 2.1 The previous IT strategy was presented to the Valuation Joint Board at its meeting of 21 June 2013. The strategy was intended to cover a four year period. It is therefore appropriate to review the IT Strategy to reflect current objectives
- 2.2 The updated IT strategy sets out the aims of the organisation for the next four years. It will provide a framework for policies and developments to ensure that the aims of the organisation are met and allow structured planning in service delivery

3.0 RECOMMENDATION

- 3.1 That the Valuation Joint Board approves the contents of the updated IT Strategy

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Peter Wildman
Assessor & ERO
Date: 16th November 2018

Central Scotland Valuation Joint Board IT Strategy

Version Control Table

Version	Maintained by	Amendment date	History of changes
1.0	ITWG	31/10/2018	Updated

Information Technology Strategy

November 2018 to October 2022

Overview

The duties of the Assessor and Electoral Registration Officer are to provide good quality public services to the citizens in the Central Scotland valuation area. These duties have to be carried out in a way that ensures that the principles of Best Value are taken into account.

The nature of the Assessor's work and the Electoral Registration Officer's work involves dealing with personal data and it is therefore important that all the requirements of the Data Protection Act 2018 and the General Data Protection Regulations are fully met. The aim of the Board is to ensure that all data is held securely, used for the correct purposes and held for no longer than is necessary.

For both Valuation and Electoral Registration functions the public expect us to be accurate in our work and to be able to provide answers to any questions in a timely and professional manner. The Board and the Assessor are both covered by the Freedom of Information (Scotland) Act 2002, and the Public Records (Scotland) Act 2011. It is therefore expected that the Board and Assessor hold information in a structured manner and the information is readily accessible.

The Board wishes to ensure that the systems supporting the functions of the Assessor and ERO are resilient and to that end there is a Business Continuity Plan in place. The IT services need to be able to be quickly restored in the event of an incident occurring and this is particular critical for the Electoral data in the run up to an Election or Referendum.

Our employees are the most important asset of the organisation and it is necessary that the IT services are fit for purpose enabling them to carry out their duties quickly, smoothly and efficiently particularly in light of the Scottish Governments intention to introduce 3 yearly Revaluations from 2022 onwards. The workplace is becoming more flexible and the IT services need to assist in developing this flexibility and to accommodate changing work practices

As indicated earlier Best Value is crucial to the operation of the Service, the IT systems need to deliver good quality products for the best price. One of the larger costs relates to property. It is important that the IT structure allows the Service to occupy property as efficiently as possible.

This document sets out the high level aims of the organisation. The aims will be achieved by ensuring that IT policies and practices are designed with these aims in mind. Given the changing environment that we work in this strategy will cover the period 01/11/2018 – 31/10/2022 and will then be reviewed.

Pete Wildman, Assessor & ERO.

Aims

- 1 To support our employees in the carrying out of their duties quickly, smoothly, flexibly and efficiently as possible.
- 2 To provide IT systems which allow our building to be used as efficiently as possible.
- 3 Data will be held securely, can only be accessed by relevant employees and held for no longer than necessary.
- 4 Data is held in a structured way that makes information retrieval and matching easy and quick.
- 5 That the IT systems are resilient and can be quickly and easily recovered in the event of an incident.
- 6 That IT systems and equipment are developed in a manner that ensures that a good quality product is delivered at the best possible price.
- 7 That IT planning takes into account the needs of the organisation and that IT delivery is properly monitored.

Aim 1

To support our employees in the carrying out of their duties quickly, easily, flexibly and efficiently as possible.

Objectives

- 1.1 That the IT infrastructure and software used by the employees is designed in a way that allows for easy and quick operation.
 - Tasks to be carried out with as few key strokes as possible
 - Screens are laid out in an easy to read manner
 - Duplication of tasks avoided wherever possible e.g. not having to create a hard copy as well as the IT record when updating/creating a record
 - Integrated systems to avoid duplication of work and to make access easier
 - Employees to be consulted and involved in IT infrastructure and software development
- 1.2 That the IT infrastructure and software can be accessed quickly and flexibly
 - Develop secure methods of accessing data remotely
 - Simple but secure log on facilities
 - Ability to input records from remote locations.
- 1.3 Records to be held in a structured and logical manner with good reporting tools
 - System reporting tools to be further developed.
 - On-Site centralised data storage accessible to all endpoints.
- 1.4 Ability to access designated systems remotely
 - Authorised employees to be able to access designated systems when working away from the building.

Aim 2

To provide IT systems which allow our building to be used as efficiently as possible.

Objectives

- 2.1 That IT Systems can be accessed from any part of the building in a way that allows flexibility of working and efficient use of space
 - Employees should be able to access the systems they need from any endpoint in any part of the building
 - Maintain flexible working locations throughout the building which are available to all Employees
 - A phone system that allows users to work flexibly
 - Efficient use of space so that IT hardware is specified in a manner that uses the minimum amount of floor space
- 2.2 IT Software and Data Storage is robust and secure enough to permit the reduction of paper records held
 - Structured programme of transfer of paper records to digital records
 - New records to be created only in a digital basis but with the ability to print a hard copy if necessary

Aim 3

Data will be held securely, can only be accessed by relevant employees and held for no longer than necessary

Objectives

- 3.1 That IT software and hardware ensures that data is held securely
 - Datasets should only be accessed by authorised employees
 - Sufficient IT security is in place to prevent unauthorised or malicious access
 - Security systems in place to prevent malware or viruses
- 3.2 That connections to external bodies e.g. Councils and Cabinet Office are done in a manner that does not compromise the security of our or their data
 - Correctly configured firewalls
 - Compliance with CSVJB and external bodies Security Policies
 - Maintain good working relationships with external bodies IT teams.
- 3.3 Access to systems is controlled
 - Robust and secure logons in line with NCSC Guidelines
 - IT Software which records who has accessed and amended data
 - Structured permissions linked to Job Profiles
 - Secure network that only allows users access to the parts that they need access to
 - Data held logically to ensure it is held securely in the correct place
- 3.4 Databases and File Systems are structured in a way that allows data that is out of date or no longer needed to be quickly identified and easily removed
 - Destruction of data should be simple, auditable and recordable

Aim 4

Data will be held in a structured way that makes information retrieval and matching easy and quick

Objectives

- 4.1 That IT software ensures structured databases
 - Reporting should be quick and easy
 - Data to be held in structured databases that allows easy identification
 - CAG UPRN to be incorporated into all property related databases
 - Address structure to match CAG address structure
- 4.2 File and Folder Structure is reviewed
 - Eradicate Data Duplication
 - Remove access to local storage
 - Clear file structure designed around document type rather than user folders
 - Clear labelling
- 4.3 All document types to be easily stored & retrieved and retrieved on the network
 - Review archiving of all stored data
 - Develop and expand Document Management Systems

Aim 5

That the IT systems are resilient and can be quickly and easily recovered in the event of an incident

Objectives

- 5.1 Have an integrated Business Continuity Plan.
 - That backup procedures are regular, comprehensive, secure and recorded
 - Defined procedures
 - Record kept of when backups are carried out
 - Backups are stored securely onsite and offsite
 - All critical data and systems are backed up
- 5.2 Data and systems can be quickly restored
 - Defined procedures
 - Regular testing to ensure procedures are fit for purpose
 - Ability to restore services from an offsite location

Aim 6

That IT systems and equipment are developed in a manner that ensures that a good quality product is delivered at the best possible price.

Objectives

- 6.1 That procurement procedures are correctly followed so Best value is achieved and statutory requirements met
 - Use of Government Frameworks where appropriate
 - CSVJB Contract Standing Orders to be adhered to
- 6.2 Any new developments are properly defined and costed
 - Clear specification
 - For large projects a Project Initiation Document is completed
 - Risks analysed and monitored
 - Detailed costings provided
 - Projects are properly managed
- 6.3 Employees are aware of latest technology and products
 - Training provided where necessary
 - Private reading and research
 - Liaison with Council or other VJB IT departments
- 6.4 Supply contracts are regularly evaluated and reviewed
 - Consideration to be given as to whether an in-house solution is appropriate
 - Long term i.e. over three year contracts are only to be entered into if they offer significant savings and allow flexibility of service delivery and ideally there should be a reasonable exit clause
 - Contract expiry dates to be monitored
 - Costs to be closely monitored
- 6.5 Regular evaluation of IT hardware to ensure resilience and reliability
 - Life expectancy of equipment to be defined at implementation.

Aim 7

That IT planning takes into account the needs of the organisation and that IT delivery is properly monitored

Objectives

- 7.1 That IT planning is incorporated into Service planning
 - Clear definition of Service objectives and priorities
 - Regular reviews of strategic planning at Management Team Level
 - IT Services a standing item on Management Team Agenda
- 7.2 Any new developments are properly defined involving users
 - Users to be involved with IT developments
 - Specific project user groups to be set up
 - Mechanism for users to report potential developments or highlight issues
- 7.3 Regular Monitoring of Work
 - Project Logs to be maintained for all working groups
 - Project Logs to be reviewed at regular working group meetings
 - Routine reporting from working groups to Management Team
 - Users requests for support at recorded, monitored and actioned appropriately