

Appendix B

Aims and outcomes of delivery of the IT Strategy

Outcomes	Aims
<p>IT service delivery that is focused on what our customer needs</p>	<p>Provision of a robust technical infrastructure</p> <p>Work with the end user to rationalise systems and packages to: -</p> <ul style="list-style-type: none"> • Consolidate where ever practical • Reduce costs • Improving sustainability • Maintain core systems to the highest possible standard. <p>Ensure that our technology provision supports changes to maximise effective space utilisation.</p> <p>To support and contribute to organisational conversation around service improvement, by ensuring that the team is developed and trained and feels confident about engaging with the customer to understand their requirements</p> <p>Continuous service improvement approach to delivery of core infrastructure</p> <p>Support the introduction of modern and agile methods of working</p> <p>Enable customers to take advantage of existing and emerging technologies</p> <p>Simplify and standardise our systems and technology for the end user where ever practical and possible.</p>
<p>Providing a professional, skilled and committed team</p>	<p>Ensure that our IT team members are managed, motivated and trained so that they can deliver the best possible services for NYP.</p> <p>Service delivery is managed, maintained and reviewed as part of a structured approach</p> <p>Ensure that we have the necessary skills and expertise to support having an up to date technical infrastructure is best placed to take advantage of new technologies as they emerge</p> <p>Ensure that the organisations vision and values are shared with the team, that they understand them and their daily work reflects them</p>
<p>The IT service adopts a business approach to delivering services for NYP</p>	<p>Ensure that the taxpayers money is used wisely to enable effective and efficient delivery of technology</p> <p>Identify excellence and emulate it where ever practical, both in terms of our service delivery, technical infrastructure, information</p>

NOT PROTECTIVELY MARKED

	<p>security, device/asset management.</p> <p>Engage with third parties to collaborate where there is organisational benefit or it will deliver a customer benefit to the communities that we serve</p> <p>Fully costed, resourced and approved business cases to underpin projects and investment.</p>
<p>The technology infrastructure is resilient and robust and provides a sustainable platform to support operational policing</p>	<p>Protect our systems, data and assets in line with industry best practices and guidelines for police services</p> <p>ensure that our technical architecture remains fit for purpose, through internal architectural and design governance and regular reviews by independent third parties</p> <p>Ensure that NYP minimises where possible the impact it has on the environment.</p> <p>Maximise the opportunities for the use of sustainable energy solutions that will support the organisations' aim for both financial and environmental sustainability</p> <p>Reduce costs and carbon emissions/footprint for our area of service delivery</p> <p>Ensure that our service delivery and actions support the NYP aspiration to be an 'employer of choice' and attract the very best applicants for their roles.</p>
<p>Ability to support a more responsive service delivery</p>	<p>The ability for officers and staff to be able to work in a more agile/flexible way that supports mobile working.</p> <p>The capability for officers and staff to have access to NYP systems and data outside of the workplace.</p> <p>The ability to input and retrieve data into and out of NYP systems from locations other than NYP offices and police stations (out in our communities or in partner organisations' facilities).</p> <p>The ability for partners to work in NYP premises.</p>
<p>To have the right people in the right place at the right time</p>	<p>The ability to have a visibility on the location of our officer's and vehicles and vehicle utilisation.</p> <p>To ability to produce comprehensive performance and management information, based on officer activity/deployment that can be used to inform future service delivery.</p> <p>The ability to provide intelligence feeds to operational officers as they carry out their duties.</p>
<p>Storing, managing, retrieval and</p>	<p>Secure and systematic management of unstructured electronic</p>

NOT PROTECTIVELY MARKED

<p>disposal of records and data. A holistic approach to management of force records/data</p>	<p>data such as emails, documents and spreadsheets, particularly those currently stored in personal and shared areas such as intranet sub-sites and Q drive folders</p> <p>Scanned documentation to be accessible and retrievable via an Electronic Document Records Management System.</p> <p>Reduced storage requirement for paper records.</p> <p>Efficiency gains with improved quality and consistency of organisational processes.</p> <p>An enhanced recordkeeping culture and promulgation of organisational standards for recordkeeping procedures and practices.</p> <p>Improved information security through greater control over, and access to, corporate information.</p> <p>Reduce risk of loss of records.</p> <p>Reduce legal liability exposure.</p> <p>Facilitate compliance with legislative obligations and standards.</p>
<p>More effective working through automation of transactional services where appropriate</p>	<p>Provide an enhanced customer service by facilitating on-line transactions, making our services easier to access.</p> <p>Streamlined transactional services and secure cost savings associated with automation.</p> <p>Reduce bureaucracy and double handing and realise efficiencies through the use of technology.</p>