SERVICE DESCRIPTION FORM

Department: Corporate Services
Service: ICT Applications
Income   **(£000s)**   None
Description: The ICT Applications team is based in Elgin and provides an application development and support function to the various service areas of the Council. This includes: • Procurement of ICT application systems   • Development of bespoke application solutions   • Implementation of solutions   • System enhancements   • Application support   • Provision of the Council's web site including online services   The ICT Applications team does not provide a statutory service but is an enabler for service delivery within the Council and for enabling the Council to deliver initiatives through streamlining processes, improving accuracy and implementing operational efficiencies.   The Applications team workload is driven by the corporate ICT Action Plan. The delivery of this Action Plan is central to meeting Council-wide objectives contained within the Corporate and departmental Service Improvement Plans.
Outcomes / impacts: The ICT Applications team supports Council services and their objectives in the delivery of the Single Outcome Agreement with the Scottish Government and in particular the council's Designing Better Services efficiency programme. Involvement in the delivery of the DBS programme includes delivery of electronic document and records management, staff scheduling, mobile/ flexible working and streamlined customer access including face to face, telephone and online services.   At a national level the McClelland Review of ICT Services will play an important role in shaping the public sector ICT Service of the future. The ICT Applications team will work with the national strategy groups to achieve a more cost effective ICT services across the Scottish Public Sector.