

**ICT TEAM BUSINESS CASE**

**Internal / external context and influences**

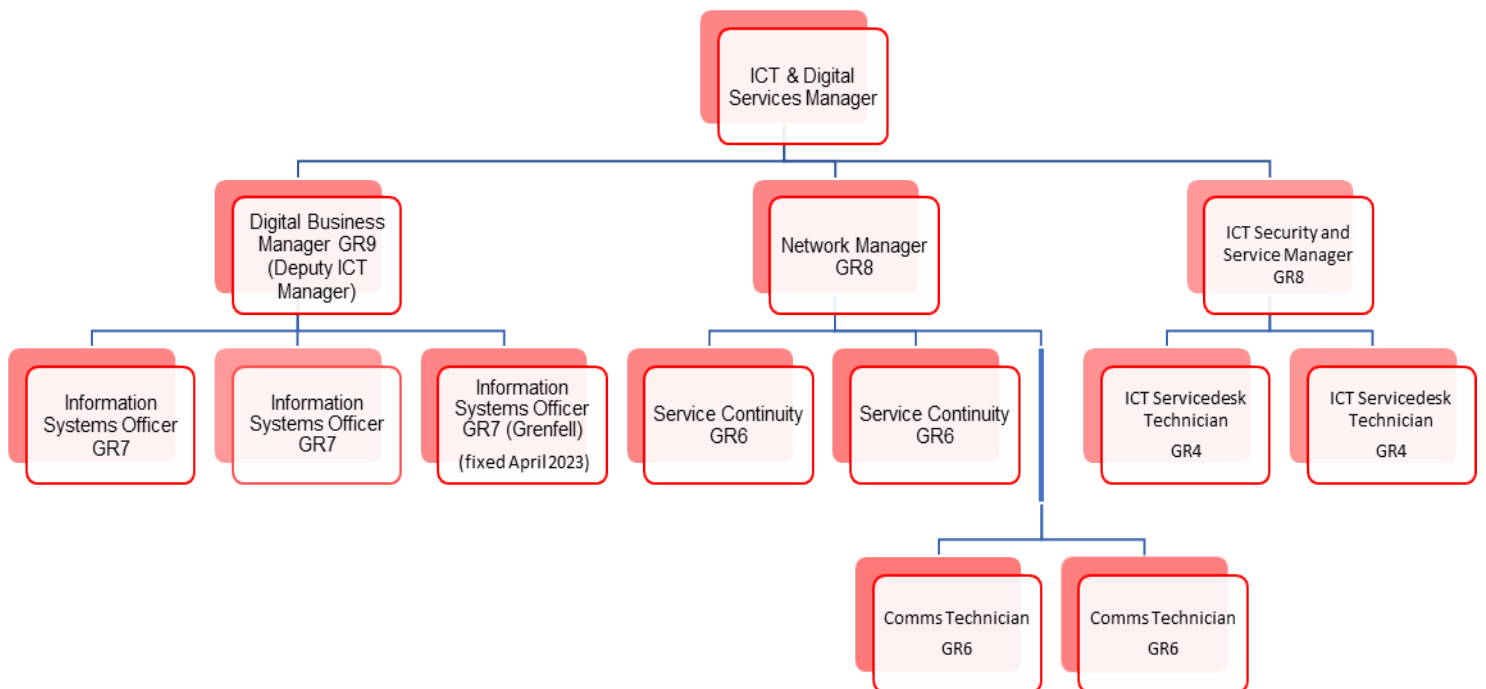
The ICT function is constantly evolving within the Fire Service borne primarily out of operational necessity to ensure business application systems are developed to meet business needs, but also the need to stay ahead of the increasing cyber security threat posed to public services.

Being fleet of foot has enabled the Service to become an effective support function to the business providing resilient and modern infrastructure and equipment that is generally fit for purpose and there is a responsive customer-centric approach in the way it does its business. It has also retained an in-house software development function that has enabled the Service to continue to develop in-house solutions to meet bespoke business needs. In summary, it is well respected, professional and performs to a good standard and provides a solid foundation on which to deliver effective and efficient services

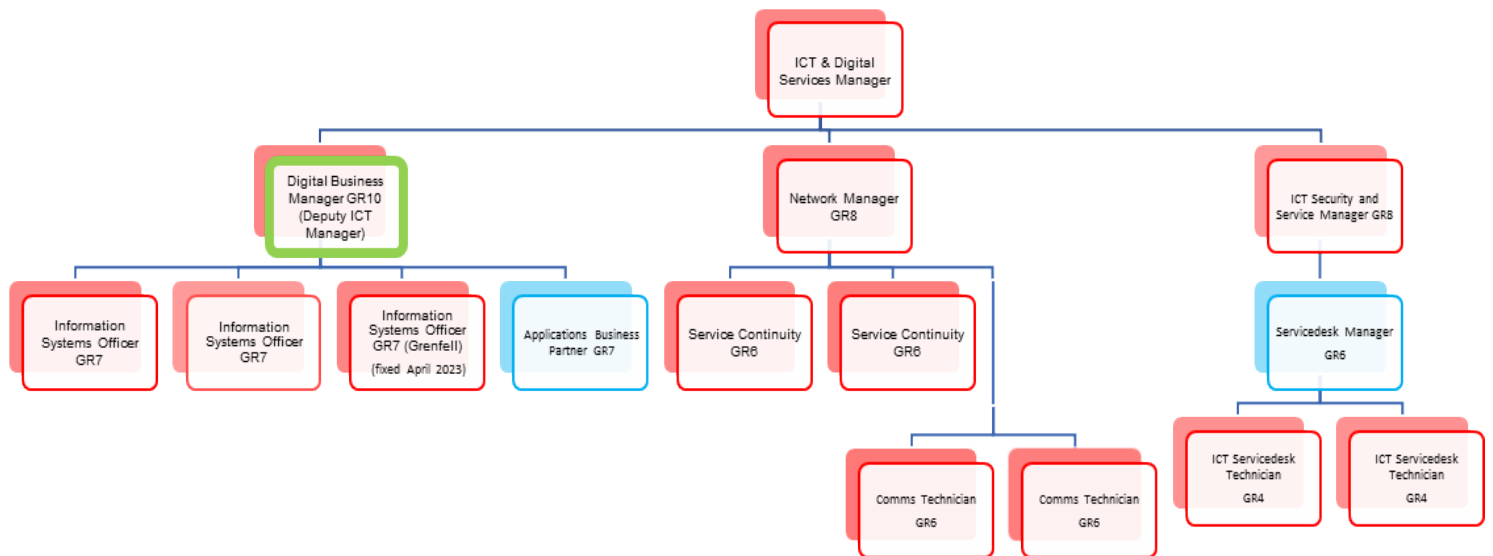
It's crucial to the delivery of Priority 1, 5 and 8 on the Service's Annual Plan and most of the other priorities that ICT are able to facilitate improvements in the Service.

The ICT team is also looking to support the business by making sure all the software applications in place are used to get best value with a new Applications Business Partner and a dedicated Servicedesk Manager to improve the responsiveness and initial contact with ICT.

**Current Arrangements**



## Proposed Arrangements



## Contribution to the SYFR Annual Plan

ICT runs through all the priorities but specifically identified in Priority 1, 2, 5 and 8.

Implement further digital transformation including training of staff to drive efficiency, maximise available staff-time and prepare us for the new normal.

We've already made big progress towards becoming a more modern, efficient organisation which uses technology well. The pandemic has particularly highlighted the ability of teams and departments to innovate when needed.

ICT needs to ensure some of these innovations are adopted permanently, that our staff have the right training to make best use of the tools at their disposal and that we continue to spend money on the right technology, in the right areas to make ourselves more efficient.

Most of the other priorities in the Annual Plan will all rely on ICT to enable them to move forward.

## Benefit Analysis

These roles are key to the Digital Transformation (DT) programme. DT includes improvements for all functions across the Service and detailed benefits analysis is provided for all those projects.

- Making sure all the software applications in place are used to their best potential
- Knitting together internal systems with off-the-shelf packages
- Helping all the departments maximise their potential and productivity for the software they use
- Dedicated Servicedesk Manager to improve the responsiveness and initial contact resolution with ICT.

## **Risk Analysis**

The risk to not approving these changes we will not be as effective and efficient in our responsiveness and resolution management of incidents and cyber threats. Furthermore, we keep having the cycle of replacing products for new ones, wasting time and effort, and with users losing faith and patience.

## **Financial Implications**

	<b>2023/24</b>	<b>2024/25</b>
New Servicedesk Manager (grade 6)	£34,895	£36,305
New Applications Business Partner (grade 7)	£40,278	£41,889
New Information Systems Officer (grade 7)	£40,278	£41,889
<b>Total</b>	<b>£115,451</b>	<b>£120,083</b>

**However, the above costs will be offset by identified savings from ICT and network budgets and from across the board IT savings, partly due to post-pandemic changes and partly due to the introduction of the new laptop telephony system and the ability to remove some mobile phones.**