

## Information Services Strategy (2015–2020)

### Introduction

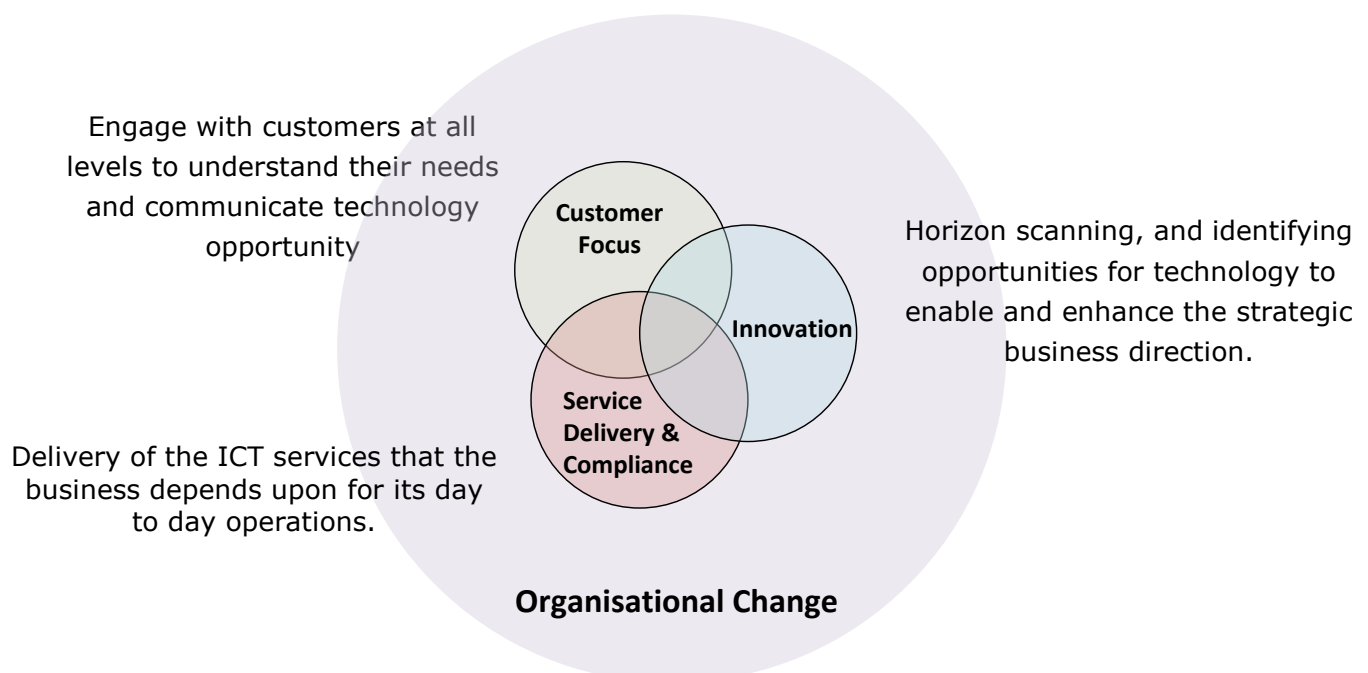
Information Services provides ICT services to customers in England, Scotland, Forest Research, and Central Services, working with government strategic partners to ensure alignment with business priorities.

The Information Services Strategy establishes strategic direction for Information Services for the period 2015-2020. This strategy will be underpinned by strategic plans for each customer organisation.

The 2010-2015 IS Strategy focused on fixing a number of major problems with infrastructure, resulting in a stable and sound basis for service delivery. The 2015-2020 strategy will continue to concentrate on service delivery, along with a renewed emphasis on customer focus and innovation. All of this will take place within an environment of major organisational changes, many of which are not yet understood.

### Vision and Overall Goal

We will deliver the best possible IT service to our customers, whilst being responsive to evolving business demand and future organisational change.



## Strategic Goals

Deliver ICT services that are effective, efficient, and responsive to business demand by:

- Working with the business to agree service levels and costs through the development of service level management.
- Ensuring appropriate resources, contracts, and infrastructure are provisioned to consistently meet the agreed service levels.
- Continuously measuring and monitoring service delivery and project management to identify and advise opportunities for improvement.

Support organisational change with flexibility and agility by:

- Working with senior customers to ensure that the ICT aspects of future organisational change are fully understood by all.
- Building capability to ensure that business continuity is secure during transitions.
- Ensuring that future organisational change is a key consideration in all technology and contractual decision making.

Engage with customers to understand evolving business priorities and identify solutions by:

- Working with senior customers to develop strategic action plans that link future ICT developments to business strategy and priorities.
- Engaging with appropriate government organisations to ensure strategic fit at local and national level, supporting cross government collaboration.

Manage the, integrity, security, legal compliance, and risks of ICT service provision by:

- Working with the business to ensure that appropriate compliance is built into technology solutions.
- Working with government bodies to ensure that all data, systems and infrastructure meet appropriate security guidance.

Scan the technology horizon and grasp opportunities to provide innovative solutions to business challenges by:

- Working with customers to ensure that technology futures and decisions are fully understood and aligned with business needs.
- Engaging with customers to establish joint technology horizon scanning activities.
- Engaging with industry and government ICT organisations to identify future technology opportunities.

## Our Enablers

Funding for IS will be provided by business customers through the annual service agreement process. Project funding will be provided on a case by case basis with customer management board approval.

A flexible service delivery model which blends in-house resources with a small number of strategic suppliers to ensure best commercial value.

Invest in our staff to maintain and improve our management and technology capability, ensuring continued delivery of professional ICT services during this period of change.

Good practice Project Management will be employed by IS, ensuring that projects are driven by business requirements with clear success criteria determined by the customer.

## How are we going to deliver the Strategy?

We will engage with customers to understand requirements and priorities, and support strategic change through communication of technology opportunities.

We will work with customers in England, Scotland, Forest Research, and Central Services as they develop strategic action plans for ICT services.

We will link IS objectives to the IS Strategy goals to ensure that we build the strategic targets into our work plans.

## How will we know it's been successful?

IS will establish an evaluation plan to measure success. It will include: strategy reviews, business alignment, customer satisfaction, and industry benchmarking.

Customers will believe that they are engaged and working in partnership with IS on technology strategy.

Customer strategic plans for ICT services will be approved and endorsed by their management boards.

Central Services Management Board will ensure that the pace of change matches what is required for organisational change and transitions.

IS will continue to deliver effective and efficient services during organisational transition.

Key business objectives will be met by projects delivered to agreed timescales, quality and cost.