

THE EXECUTIVE

21 FEBRUARY 2006

REPORT OF THE DIRECTOR OF FINANCE

FEEDBACK FROM THE SOCIETY OF INFORMATION MANAGEMENT AND TECHNOLOGY ANNUAL CONFERENCE 2005	FOR INFORMATION
<p>This report informs the Executive of the attendance of two officers from Information Management & Technology Services at the above conference and of the benefits to the Council of their attendance.</p> <p>Summary</p> <p>The event was attended by the Head of IM+T and the Technology Services Manager. It consisted of a wide range of lectures on topical issues, workshop sessions, specialist lectures, as well as exhibitions and demonstrations from commercial organisations supplying goods and services to IT.</p> <p>Wards Affected – None</p> <p>Implications:-</p> <p>Financial: The total cost of this proposal is estimated to be £1,150 which was met from the existing budget of IM+T.</p> <p>Legal: There are no legal implications. However, attendance at the conference enabled officers to update themselves on any recent or proposed changes to the statutory framework in respect of Information and Records Management.</p> <p>Risk Management: There are no key Risk Management issues, other than to ensure service continuity and management cover whilst attendees were at the conference. It should be noted that attendance at the conference is a mitigating control measure to address the risk of the Authority's non compliance with statutory or good practice requirements in IM+T.</p> <p>Social Inclusion and Diversity: As this report does not concern a new or revised policy there are no specific adverse impacts insofar as this report is concerned. The conference did highlight some areas of good practice on how authorities have addressed social inclusion and diversity issues and best practice with a customer services environment.</p> <p>Crime and Disorder: There are no specific implications insofar as this report is concerned.</p>	

<p>Recommendation(s) The Executive is asked to note the report.</p> <p>Reason(s) In accordance with agreed procedures governing the attendance of officers at conferences with the total cost in excess of £1,000 a feedback report to the Executive is required.</p>		
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1. Background

- 1.1 The Society of Information Technology Management (SOCITM) is the recognised body for Public Sector Information Technology (IT) Managers, supporting members in modernisation, best value and e-government programmes. The organisation works closely with national and local government to share best practice and achieve excellence in the delivery of public services.
- 1.2 SOCITM holds its annual conference in October at various venues around the United Kingdom, and is a three day conference and started on Sunday, 16 October 2005 and was held in Brighton.
- 1.3 The event combined keynote speakers with workshops on a technical and management level with an exhibition from relevant IT software and hardware suppliers. Speakers included Ian Whatmore, Head of the Cabinet Office E-government Unit, Tony Neate from the National High Tec Crime Unit, and Lord Anthony St John of Bletso, who is focussing on Citizens on-line and digital inclusion. Workshops include Customer Access Strategy, IP telephony and Government Connect.
- 1.4 Approval to attend this conference was given by the Executive in August 2005 for two managers from IM&T Division, the Head of IM+T and the Technology Services Manager attended.

2 **Conference Details**

2.1 Sunday 16 October 2005

The conference opened with a motivational session from Adison Webster. This opening keynote session identified negative thinking of various kinds as being blockages to Managers achieving in the workplace. The audience was engaged with his perfect profile of a positive thinker which included enthusiasm, passion, determination, sense of humour, challenging but who is also a doer.

2.2 Monday 17 October and Tuesday 18 October 2005

Both of these days focussed on a Learning through the workshop approach – whereby participants shared their views, experiences and learning and presentations.

- 2.3 Some of the speakers included:
Larry Knafo from New York who delivered a speech on how a one number approach to access public services has been implemented in New York City. The “3-1-1” telephone number provides access to information and services for any non-emergency Public Service.
- 2.4 Tony Neate – addressed the conference on online crime, including identity fraud and web spoofing, which outlined the fact that organised crime is targeted at all systems and Councils need to take action to minimise the risk of threat to data and information.
- 2.5 The London Borough of Hillingdon , Halton Borough Council and Sedgemoor District Council gave delegates an overview of the case for continuing to invest in ICT to support transformation, authentication and continuous improvement of service delivery.
- 2.6 Ian Whatmore, Head of Cabinet Office E-government Unit, spoke of the next stage of the e-government agenda as t-government, transformed government.
- 2.7 Jos Creese, Chair of Socitm Insight reflected on the demands of the changing role of Head of ICT into that of Chief Information Officer. He outlined the skills, qualities and abilities needed and asked “What’s in your wardrobe?” What do people hide behind; is it the ‘anorak’ or the ‘faceless suit’ or the ‘flack jacket’ used for defence and protection? The new Chief Information Officer’s role is more like ‘Captain Scarlet’ he suggests, an all action hero.

3 Exhibitions and Demonstrations

- 3.1 There were many exhibitions and demonstrations of leading edge technology and the business benefits that came with implementing new IT. The exhibition was available throughout the days and was attended to maximise the retailing and learning, further contact has been and will be made with relevant suppliers.

4 Business Benefits

The benefits of officer attendance at the conference include the following:

- 4.1 Attendance at such events gives officers the opportunity to find out about new initiatives that have worked well in other Authorities. This stimulates ideas of how this can be adopted back in the work place and will also help towards transforming services throughout the Council.
- 4.2 Professional development is maintained and officers keep abreast of new developments in IT. This is an important aspect of providing a professional and modern service. In addition officers from the authority strive to make a positive contribution to the conference, for example by asking questions at lectures and contributing to workshops which promotes a positive image of the Authority.

- 4.3 Presents an opportunity to talk to software and hardware along with suppliers service providers in a non-pressurised environment that allows officers to find out the latest developments in information technology and its application to many services across the Council.
- 4.4 The learning gained from attendance is cascaded through the Finance Department through management and team meetings.

5 Cost to the Council

5.1 The full cost to the Council is as follows:

Item	Cost £
Delegate fees for two officers	1100
Travel	50
Total	1150

6 Background Papers used in the preparation of this report:

- SOCITM Annual Conference 2005 Programme
- Notes of Seminars, lectures and workshops

7 Persons consulted:

Julie Parker – Director of Finance