I.T. Strategy 2016-2021
Action Plan Update November 2020

Management Committee Submission – Tuesday 24 November 2020

Task/Action	Link to Strategic Objective	Who	Monitoring	Progress/ Completed

C. **Action Plans**

Infrastructure Action Plan

Task/Action	Link to Strategic Objective	Who	Monitoring	Progress / Completed
Renew Support Contract	6 – Ensure resources are adequate to deliver our objectives	All	Supplier Performance Cost	
Maintain office Systems Administration / IT support calls	6 – Ensure resources are adequate to deliver our objectives	All	Capital Purchases Report Staff Satisfaction monitored on PC MOT forms	
Facilitate ability to carry out more work tasks while out of the office through an increased operational efficiency.	2 - To manage the houses provided, in a sensitive and cost effective manner, for the benefit of the local community 3 - To provide a first class maintenance service which offers value for money and ensures the comfort and safety of our residents while maintaining high levels of satisfaction	HS	Maintain register of number of staff able to carry out mobile working tasks Customer Satisfaction surveys Void management efficiency through iPad use Reduction in Estate management disputes	

Task/Action	Link to Strategic Objective	Who	Monitoring	Progress/ Completed
Increase uptake and ensure regular/periodic testing of CHA Disaster Recovery suite	4 - To work in partnership with others, supporting our tenants and other customers, to maximise opportunities for regeneration in Clydebank 6 – Ensure resources are adequate to deliver our objectives	All	Supplier Performance - Disaster Recovery test records Number of contracts taken out Savings from using previous external facility	
Ensure Infrastructure is adequate for future and remains secure	6 – Ensure resources are adequate to deliver our objectives	All	Microsoft will completely end support for current e-mail server 2010 Jan 2021) On October 13, 2020, Microsoft will completely end support for SharePoint Server 2010.	

Task/Action	Link to Strategic Objective	Who	Monitoring	Progress/ Completed

Information Action Plan

Task/Action	Link to Strategic Objective	Who	Monitoring	Progress / Completed
Develop Permissions matrix for all staff's access rights to each folder on shared network drive	2 – To manage the houses provided, in a sensitive and cost effective manner, for the benefit of the local community	All	Supplier Performance – Helpdesk tickets Capital Purchases Report Stats Permissions Matrix Document	
Implementation of IT auditing software	6 – Ensure resources are adequate to deliver our objectives	All	CPTRAX Reports	
Carry out data check for ARC submission post Kypera upgrade.	2 - To manage the houses provided, in a sensitive and cost effective manner, for the benefit of the local community 3 - To provide a first class maintenance service which offers value for money and ensures the comfort and safety of our residents while maintaining high levels of satisfaction 6 – Ensure resources are adequate to deliver our objectives	HS	Annual Report on charter completion Kypera Helpdesk tickets and address repeated issues Repairs/Void stats	
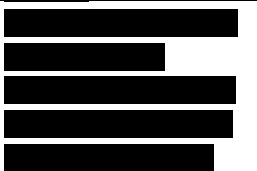
Task/Action	Link to Strategic Objective	Who	Monitoring	Progress/ Completed
Ensure use of encrypted Pen Drive for secure use/backing up of data	2 - To manage the houses provided, in a sensitive and cost effective manner, for the benefit of the local community 6 – Ensure resources are adequate to deliver our objectives	All	PC MOTs (lifespan of PCs) Data loss C:\ drive check	▬▬▬▬▬ ▬▬▬
Create Password Procedure to be added to IT Policy	2 - To manage the houses provided, in a sensitive and cost effective manner, for the benefit of the local community	All	CPTRAX Reports Security Audit	▬▬▬ ▬▬
Submit 6 monthly report on IT Strategy to Management Committee	6 – Ensure resources are adequate to deliver our objectives	DPCO	Report findings Feedback.	▬▬▬▬ ▬▬▬▬ ▬▬▬
*Cyber security Essentials accreditation complete	2 - To manage the houses provided, in a sensitive and cost effective manner, for the benefit of the local community 6 – Ensure resources are adequate to deliver our objectives	DPCO	Self-Assessment CE Accreditation	▬▬ ▬▬▬▬ ▬ ▬
Implement a document management system (DMS) to ensure GDPR and FOI compliance	2 - To manage the houses provided, in a sensitive and cost effective manner, for the benefit of the local community 6 – Ensure resources are adequate to deliver our objectives	All	Utilising Functions including: Auditing, Retention dates, document templates and document work flows	▬▬ ▬▬▬▬▬ ▬▬▬▬ ▬▬▬▬ ▬▬▬▬ ▬▬▬ ▬▬▬ ▬▬▬▬ ▬▬▬▬ ▬ ▬▬▬▬▬ ▬▬▬▬ ▬▬▬▬ ▬▬▬

Task/Action	Link to Strategic Objective	Who	Monitoring	Progress/ Completed

Customer Services Action Plan

Task/Action	Link to Strategic Objective	Who	Monitoring	Progress / Completed
Develop of Digital Inclusion Strategy (giving initiatives to providing tenants – who are 40% less likely to be online than homeowners - with motivation and access to use digital services)	4 - To work in partnership with others, supporting our tenants and other customers, to maximise opportunities for regeneration in Clydebank 5 - To ensure that our community focus is underpinned by local decision making and community control, encouraging our tenants and other customers to influence our policy and to participate in decisions, which may affect them. 7- To promote social inclusion by applying principles of equality and diversity to everything we do	TP C81	Increased use of digital services/channels (decrease in traditional comms methods) Uptake of projects Cost savings Customer satisfaction	

Task/Action	Link to Strategic Objective	Who	Monitoring	Progress/ Completed
Provide public IT Services inc. Wi-Fi at C81 (online access point)	4 - To work in partnership with others, supporting our tenants and other customers, to maximise opportunities for regeneration in Clydebank 7- To promote social inclusion by applying principles of equality and diversity to everything we do	C81	C81 foot fall Presence as Online access point on Digital Scotland website	)
Develop increased communication channels for tenants/ increase involvement in CHA decision making process (inc. Website & Social Media)	4 - To work in partnership with others, supporting our tenants and other customers, to maximise opportunities for regeneration in Clydebank 5 - To ensure that our community focus is underpinned by local decision making and community control, encouraging our tenants and other customers to influence our policy and to participate in decisions, which may affect them. 7- To promote social inclusion by applying principles of equality & diversity to everything we do	All TP	Tenant satisfaction results Website Hits No. of Social Media Followers	
Ensuring new website is up to date and accessible, with all information supplied in line with Glasgow West of Scotland Forum (GWSF) and SFHA guidelines	6 – Ensure resources are adequate to deliver our objectives 7- To promote social inclusion by applying principles of equality and	SB Senior Staff IT	Regular updates Amount of information available on line Website hits	

Task/Action	Link to Strategic Objective	Who	Monitoring	Progress/ Completed
including FOI (and data protection) compliance	diversity to everything we do			▬▬▬▬▬ ▬▬▬ ▬▬ ▬▬▬▬▬ ▬▬▬▬ ▬ ▬▬▬ ▬▬▬ ▬▬▬ ▬▬
Utilise E-mail and digital correspondence with tenants to improve speed of communication and decrease costs	2 - To manage the houses provided, in a sensitive and cost effective manner, for the benefit of the local community 6 – Ensure resources are adequate to deliver our objectives	All	Utilise e-mail and text facilities of new housing management system	▬▬▬▬▬ ▬▬▬▬ ▬▬ ▬▬▬▬ ▬▬▬▬ ▬▬▬▬▬

Cost Effectiveness

Task/Action	Link to Strategic Objective	Who	Monitoring	Date to be Completed/ Checked
Calculate IT spend and how efficiently money is spent on services/projects	2 - To manage the houses provided, in a sensitive and cost effective manner, for the benefit of the local community 6 – Ensure resources are adequate to deliver our objectives	Finance	Budget Capital Purchase report IT spend as % of overall turnover	▬▬ ▬▬▬▬ ▬▬▬
Continually monitoring & developing Committee IT services	2 - To manage the houses provided, in a sensitive and cost effective manner, for the benefit of the local community	MC	Supplier Performance Cost MC IPad survey	▬▬▬▬▬ ▬▬▬▬ ▬ ▬▬▬ ▬▬▬▬

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New Procurement procedure	6 – Ensure resources are adequate to deliver our objectives	Finance	Capital Purchases Report Staff Satisfaction monitored on PC MOT forms Costs/Savings	
Review telephone/internet contracts and infrastructure	6 – Ensure resources are adequate to deliver our objectives	All	Savings on previous contracts Customer surveys Efficiencies	
Continued/increased use by CHA and other organisations of DR suite at 63KR	4 - To work in partnership with others, supporting our tenants and other customers, to maximise opportunities for regeneration in Clydebank 6 – Ensure resources are adequate to deliver our objectives	Finance	No of organisations to sign DR suite contract (and consequent income from these) Savings from using previous external facility	
Continuous communication with CEO, Staff and committee members to ensure all policies/procedures are monitored, developed, reviewed & followed stringently	2 - To manage the houses provided, in a sensitive and cost effective manner, for the benefit of the local community 6 – Ensure resources are adequate to deliver our objectives	All	Policy review/development	