

MISSION

Transform our business through technical innovation, data analytics and intelligence

Our ICT Strategy

2017-19

VISION

To be the enabling function that delivers value through embedded business solutions

Our Manchester Behaviours

We work together and trust each other

We are proud and passionate about Manchester

We take time to listen and understand

We 'own it' and we're not afraid to try new things

BUSINESS ALIGNED

Focus:

- Customer first
- Streamlined business processes
- Work in partnership across Greater Manchester
- A stable and reliable ICT service
- Innovate and enable our business

Through:

- Service level agreements
- Enterprise Architecture & transformation
- Service reviews
- Enhanced reporting
- Adopt new ways of working

INNOVATION DELIVERY

Focus:

- Shape, guide and support MCC
- Improve efficiency & productivity
- Prioritise a "rent before buy before build" approach to systems
- Reduction of carbon footprint

Through:

- Common technology platforms
- Buy and adapt to best value technologies
- Self-service
- Mobile / Cloud based services
- Thought leadership

DELIVER SAVINGS

Focus:

- Reduce ICT supply costs
- Remove redundant technology
- Meet or exceed budget targets
- Enable benefit realisation

Through:

- Greater Manchester collaboration
- Contract and supplier management
- Lean processes
- Value for money services
- Service penalties

ENHANCED ASSURANCE

Focus:

- Execution of the ICT strategy
- Protect our data from cyber threats
- Maximise and build supplier/partner relationships
- Clear governance framework

Through:

- Cyber strategy
- Scrutiny / ICT / Directorate boards
- Project Prioritisation Group & Design Authority Group
- Supplier Days
- Data Strategy

TALENTED TEAMS

Focus:

- Highly effective operating model
- Develop our people to unlock their potential
- Attract and retain the best people
- Objectives aligned to 'About You' and 'Our Manchester'

Through:

- Skills matrix
- Succession planning / talent management
- Capability and capacity planning
- Staff engagement
- Highly effective communications

Guiding Principles

Respect

We respect and support all areas of MCC and our partners equally

Commitment

We believe in ourselves, each other, our services and our Council

Professionalism

We model best practice and ethical behaviours

Innovation

We value innovation and creativity and unlock the potential of our business

Social Value

We will maximise social value through the awarding of contracts

Protect

We protect our people and our council from cyber security threats