

To develop, promote and support IT to deliver increased efficiency in administration and improved delivery of services, and learning opportunities for staff and customers.

Utilising ICT to benefit all learners and assist in raising standards, through partnership and collaboration, in synergy with other departments and government and also providing a full range of ICT facilitated services.

Version Last updated 14<sup>th</sup> April 2003

SERVICE	AIM	ACTION REQUIRED	START DATE	END DATE	RESPONSIBILITY	
<b>1. Systems stability integration and interoperability</b>	<b>To maintain and develop improved effective and efficient IT infrastructure and systems integration.</b>	Ensure hardware is upgraded/replaced in line with the departments IT strategy replacement XP Pro migration plan  SUB: refer to hardware installation timetable	01.04.03	31.08.04	IT Manager ICT Technical Support Officer	Will be completed so no further information needed
		To further implement and secure broadband linkage to at least one third of schools and all of libraries (NOF) and draw up a plan to link other LS establishments.  SUB: Currently 33% of Hull schools on Broadband Links	01.04.03	31.03.04	Head of IT IT Manager YHRBP Data Communications Manager	
		Support schools on upgrading networks, expansions, interoperability and meeting DfES baseline targets 03/04 for pupil:computer ratios.  SUB: Ratios 1:8 Primary and 1:5	01.04.03	31.03.04	Head of IT IT Manager (basework) ICT Officers (to implement)	

		Secondary				
		Lead on and administrate the Laptop for Teachers initiative Year 2.  SUB: Currently working on a 1:5 ratio	01.04.03	31.12.03	IT Manager	
		Centralise the procurement of hardware, internal cabling infrastructure, communications and software.	01.04.03	31.03.04	IT Manager	Promoting the use of the online procurement process throughout the year.
		Ascertain current issues and keep abreast of emerging technologies	01.04.03	31.03.04	IT Manager ICT Officers	
		Create both SIMS and EMS user groups to disseminate information, direct usage and ascertain end-user requirements whilst working on collaborative developments.	01.04.03	31.03.04	IT Manager ICT Officers	

<b>2. To develop web based services for schools, directorates and the public.</b>		Continue to develop the Learning Services Web site and Intranet. Contributions from each team for development from departments within directorate/s/ business units.	01.06.03	31.03.04	ICT Officers Team Leaders Section Leaders	
		Review, ascertain and verify EDT processes then implement as per agreed EDT timetable and implementation plan for schools IT Services.	01.04.03	31.10.03	ICT Technical Support Officer Team Leaders ISAs	In light of emerging technologies these being Server 2003. Implementation and use of File Replication / File Encryption.
		Continue to develop a support website/intranet including helpdesk access from schools in order to log and maintain helpdesk calls and resolutions.	01.04.03	31.03.04	IT Manager ICT Officers	
		Develop on line services for procurement of related IT support services.	01.04.03	31.03.04	IT Manager ICT Officers	
		Review systems for integration for E-Government in consultation with Corporate IT.	01.04.03	31.03.04	IT Manager Head of IT	

3. Monitor and review the integration and interoperability of management information systems new or existing	<b>To develop and integrate schools and LEA information systems.</b>	Provide support, management, advice and information to sections in the implementation of additional EMS modules	01.04.03	31.03.04	IT Manager ICT Officers	
		Continue the strategic development and implementation of the EMS system and access in line with the 12-18 month development plan.	01.04.03	31.03.04	Assistant/Deputy director of LS Head of IT IT Manager	
		Continue to develop and utilise PULSE as the central pupil database for the LEA and associated departments and increase awareness and usage of the Management Information System. Meet deadlines for providing information for specific regulatory bodies (specifically CIPFA, best value and district audit) whilst adhering to performance indicators	01.04.03	31.03.04	IT Manager ICT Systems Development Officer	
		Continue to evolve and integrate the SIMS assessment manager module and associated data in establishments for LS analysis.	01.04.03	31.03.04	R&AO ICT Systems Development Officer	
		Revise and evaluate links to corporate systems from educational establishments by way of remote active directory usage.	01.04.03	31.03.04	IT Manager Communications Manager ICT Technical Support Officer	Prepare and implement connectivity through existing infrastructure for automated Data exchange between Sims (schools) and

						EMS (LEA)
		Utilise PULSE for the transfer of KS2 to KS3 information.	01.04.03	31.03.04	R&AO ICT Systems Development Officer	
		Ensure that the development and transfer of electronic information adhere strictly to the 1998 Data Protection Act.  SUB: Data sharing protocols	01.04.03	31.03.04	ICT Training and Security Officer Council Data Protection Officer	
		Examine systems both internal & external connected to the LEA for systems interoperability. Further examine for possible integration of existing (Oracle), bespoke or pathfinder systems. Review and amend existing if necessary.	01.04.03	31.03.04	IT Manager ICT Officers	
		Review systems integration for E-Government interoperability framework	01.04.03	31.03.04	IT Manager	

<b>4. To provide technical support advice and services to schools and departments .</b>	<b>To provide access to efficient and managed network upgrades, integration, support and procurement services.</b>	Deliver IT support and services, developments and training to schools in line with the service level agreement. Maximise take up of service level agreement.	01.04.03	31.03.04	IT Manager ICT Officers	
		Monitor and review the Internet service provider for performance and policy issues.	01.04.03	31.03.04	IT Manager ICT Officers	
		Refine newly implemented SLA for 2004-2005 for schools in correlation with end users requirements.	01.04.03	31.03.04	IT Manager ICT Officers Heads HASH/HAPH	
		Constantly evaluate and revise and implement improvements in the schools IT service.	01.04.02	31.03.04	IT Manager	
		Contribute to the refinement and development of the corporate SLA which is operable and defined	01.05.02	31.03.04	IT Manager AD/Deputy Director ICT Forum	
		Ascertain and develop training programmes for end users and customers of SLA service and directorate.	01.04.02	31.09.04	IT Manager ICT Training and Security Officer	
		Develop security plan and data protection policy for schools and directorate.	01.04.02	31.012.04	IT Manager ICT Training and Security Officer	
		Implement the use of remote support to increase the resolution of calls whilst increasing support desk performance.	01.04.02	31.010.04	IT Manager ICT Officers	

<b>5. To develop and improve staff awareness of IT within directorate and schools</b>		Continually update, review and promote the training of the data protection act and its use.	01.04.03	31.03.04	IT Manager ICT Training and Security Officer	
		Deliver ongoing support for departmental systems and improved knowledge base of E-Leaders	01.04.03	31.03.04	ICT Officers	
		Deliver the use of ECDL in the directorate and schools	01.04.03	31.03.04	ICT Training and Security Officer	
		Identify, produce and implement a training plan to meet the needs of directorate and schools	01.04.03	31.03.04	IT Manager ICT Training and Security Officer	

<b>6. To review and develop IS/IT services and develop partnership working</b>		Continually update and implement the IS strategy for Learning Services	01.04.03	31.03.04	Head of IT IT Manager IT Officers	
		Ensure and facilitate collaborative interdepartmental working (e.g. corporate), schemes (EAZ, Zone, NDC), directorate and Community Learning solutions.	01.04.03	31.03.04	IT Manager	
		Provide termly statistical information to customers of SLA whilst streamlining support based on numerical evidence.	01.04.03	31.03.04	IT Manager	

<b>7. Skills of staff</b>		Assess abilities and skill sets of members of staff	01.04.03	31.03.04	IT Manager ICT Officers	
		Set communication processes and set team meetings, include relevant people from other data processing departments	01.04.03	31.03.04	IT Manager ICT Officers	
		Review current processes and support for supporting staff internally	01.04.03	31.03.04	IT Manager ICT Officers	
		Ascertain, collate and evaluate views	01.04.03	31.03.04	IT Manager ICT Officers	
		Maintain awareness of developments in ICT systems and procedures and disseminate appropriately	01.04.03	31.03.04	IT Manager ICT Officers.	

<b>8. Broadband</b>		Review network linkage (Hub & Spoke) strategy with sites, projects, LEAs and	01.04.03	31.03.04	Head of IT IT Manager	
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<b>Developments</b>		initiatives (e.g NDC, Zone, EAZ, RBC)			YHRBP	
		Review and extend the use of voice over IP, Video conferencing using the National Grid for Learning	01.04.03	31.03.04	Communications Manager IT Manager YHRBP	
		Monitor and review access to the RBC, technical services offered and interoperability issues.	01.04.03	31.03.04	Head of IT IT Manager YHRBP	
		Continually review and develop cabling and telecommunications infrastructures.	01.04.03	31.03.04	IT Manager Communications Manager YHRBP	