

STRATEGIC SERVICE PLAN

Information Technology Services

2023-2027

Council's Information Technology service strives to ensure that information, technology and digital services provided to the City of Casey are consistent, secure and fit for purpose.

Casey is one of the most populous and fast-growing Local Government Areas in Victoria and as the population grows, so does the demand from customers and the community for digital service options available at a time that suits them.

Council's Information Technology service helps to protect the community from the threat of cyber-attacks and information breaches from those seeking to access the data that Council collects.

The Information Technology service also ensures Council complies with several key pieces of government legislation.

Information Technology sub-services

The Information Technology strategic service consists of four sub-services: Technology Infrastructure, Applications, and Cyber Security, Data and Information Management and IT Planning and Governance.

Sub service	Purpose	How this is achieved
Technology Infrastructure, Applications and Cyber Security	Ensure technology is consistent, secure, fit for purpose and protected from cyber-attacks.	- Maintenance and support of technology and applications, consisting of on-premises and externally hosted computing and data storage systems. - Development and implementation of policies and controls to ensure awareness and protection of Casey's data and systems.
Data and Information Management	Prevent information breaches from those seeking to access the data that Council collects.	- Organisation policy setting and maintenance of Casey's data and information assets, including geospatial information. - Providing information and advice to the broader organisation to support informed decision making, analysis and reporting.
IT Planning and Governance	Ensure Council complies with relevant government legislation.	Integrated IT planning, delivery and monitoring, system architecture, IT policy and practice, procurement and vendor management, IT risk, and IT resource management services.

Information Technology Strategic Service Goals

Goal 1: Provide a structured set of services for the planning, implementation and operation of information systems.

- Shift the perception of IT from service provider to Business Partner or Strategic Leader for other services in the organisation.

Goal 2: Provide a consistent, documented set of policies for the application and use of information systems and data.

- Reduce the number of major cyber incidents or reportable privacy breaches to zero.

Goal 3: Create defined and deliberate planning, and actively applied standards and roadmaps, for the provision of information and technology systems.

- All projects align with Council's strategic plans.
- 85% of IT Incidents resolved within agreed Service Level Agreement timeframe.
- No more than two high priority incidents per quarter.
- No more than 10 low priority incidents per quarter.

Goal 4: Create a common, council-wide view of all information and technology activities, a consistent approach to prioritisation, and standard measures for performance.

- Ensure data and information is well-used.

Goal 5: Incorporate into Casey's workforce strategy an approach for the provision of skills, knowledge and capacity required to fulfil information and technology service needs.

- Develop a people capability and fulfilment approach that includes policy, organisation design and career development to support a current and long term view of Casey's technology landscape.