APPENDIX A

Protecting local communities

Information & Communications Technology

Policy

Systems

February 2019

Systems Area	ICT
Policy Process	
Authored by:	**Head of ICT – Darren Richards**
ELT Approved:	**20th February 2019**
FBU Consultation:	**N/A**
Unison Consultation:	**N/A**
Executive Committee:	
CFA Approved:	**N/A**
Policy Register Review Date:	**March 2022**
Implementing Officer:	**Head of ICT**
Government Security Classification Type:	**OFFICIAL**

1. Policy

1.1 Policy Statement

Cleveland Fire Authority is committed to being high performing; achieving its goal of *'Efficient Use of Resources'* and delivering effective, efficient services that demonstrate value for money.

The Authority will adopt an Information & Communications Technology (ICT) Strategy aspiring to maximise effective use of information, technology and communications systems and services. The Authority will seek to take advantage of the latest appropriate technologies to drive forward service transformation, supporting innovation and delivering efficiencies and smarter ways of working in the achievement of the Authority's three strategic goals:

- *Safer Stronger Communities*
- *Proud, Passionate, Professional and Inclusive Workforce*
- *Efficient Use of Resources;*

In line with the Authority's Community Integrated Risk Management Plan and beyond, the ICT Policy and Strategy will cover the period up until 2022.

1.2 Policy Objectives

This Policy sets out the objectives the Authority will use to manage all of its ICT systems from inception to review. The Policy aims to drive forward continuing transformation in the Authority's use of ICT to enable more efficient processes and improve service delivery and smarter ways of working. Specifically the Policy is a key element in the delivery of the Authority's strategic goal of *'Efficient Use of Resources'*.

The following specific objectives underpin this policy:

- **Automation;** Further reducing repetitive and manual processes, saving time and money and boosting efficiency.
- **Collaboration;** Utilising business applications and communication tools to further increase productivity and security.

- **Insight;** Further visualising data easily and in real-time to enhance organisational performance.
- **Governance;** Directing and controlling the current and future use of ICT within the organisation.

1.3 Scope

This policy applies to all employees, managers and Elected Members of the organisation. It will form the foundations for effectively managing and governing the ICT systems that underpin the operation of the Brigade.

1.4 Policy Category

This Policy is categorised as **'Corporate Authority'** within the Key Document Framework.

2. Organising

2.1 Cleveland Fire Authority (CFA) is responsible for:

- Setting the Authority's Policy and strategic direction on ICT;
- Establishing efficient and effective corporate information governance frameworks and legislation for the Authority;
- Approving and reviewing and approving the Authority's ICT Policy.

2.2 The Brigade's Executive Leadership Team is responsible for:

- Providing organisational leadership in developing and implementing the Authority's ICT Policy and Strategy;
- Setting organisational objectives and approving the ICT Strategy and ICT policies;

2.3 The Director of Technical Services is responsible for:

- Developing and implementing the Authority's ICT Strategy and associated arrangements;
- Oversee the development of the Authority's ICT Strategy and associated arrangements;
- Championing the ICT Strategy throughout the organisation and ensuring compliance with approved practices.

2.4 The Head of ICT is responsible for:

- The overall implementation of the ICT Strategy arrangements across the Brigade;
- Ensuring the adherence to this Policy on a day to day basis;
- Providing high quality advice and support on the application of the ICT Strategy;
- The central management of the Authority's and Brigade's ICT systems and key documents.

2.5 All Managers are responsible for:

- Ensuring that individuals under their direction and control are aware of the policies, procedures and guidance relating to the use of the Authority's information, technology and communications facilities.

2.6 All Employees are responsible for:

- Abiding by all policies, procedures and guidance relating to their use of the Authority's information, technology and communications facilities

2.7 Trade Unions and Representative Bodies are responsible for:

- To work constructively with the Executive Leadership Team to ensure that employees views are represented as appropriate in the development of policies and strategies through appropriate consultation/negotiation;

- Instruct and encourage their members to follow prescribed policies in a way that portrays the excellent organisation we strive to be.

3. Planning and Implementing

3.1 The ICT Policy is supported by the Authority's Information Governance Framework. Both are reviewed and implemented to ensure that the ICT Policy area is comprehensively communicated to staff, managers and Elected Members.

3.2 Whilst this framework discretely focuses on issues associated with the development of the ICT Policy and Strategy it is intrinsically linked to the Performance Management Framework of the organisation and an integral piece of the corporate governance jigsaw. It is therefore key to achieving our strategic goal of *'Efficient Use of Resources'*.

4. Resource Implications

4.1 There is no financial resource implication directly associated with this Policy. Any resource required to develop the ICT Strategy when identified will be dealt with through the Brigades formal financial planning processes.

5. Equality Impact Assessment

5.1 In accordance with the requirements of the Equality Duties and Equality Act and other relevant legislation, this Policy has been Equality Impact Assessed (EIA) and no issues have been identified. It is believed that all staff should be able to comply with this Policy without affecting their diversity.

6. Monitoring

6.1 The Risk and Performance team will monitor adherence to this Policy and ensure that the relevant information is maintained within the central register of key documents. Their status of review and implementation will be provided to the Executive Leadership Team at regular intervals.

7. Audit

7.1 The results from external assessment and/ or internal audits on the Brigade's information and communication technology arrangements will help to inform of any areas for development.

8. Review

8.1 The Director of Technical Services will undertake a review of this Policy on a regular basis to ensure it is driving improvements and that it is taking account of any new or emerging economic, legal, technological or environmental factors. The next review is scheduled for 2022.