Report To: Corporate Governance Committee

Date of Meeting: 11 July 2012

Lead Officer: Alan Smith, Head of Business Planning & Performance

Report Author: Tony Ward, Corporate Improvement Team Manager

Title: Wales Audit Office: Technology Review Feedback

1.   What is the report about?

This report presents feedback from the Wales Audit Office (WAO) following a
technology review at Denbighshire County Council.

2.   What is the reason for making this report?

To provide information regarding the Technology Review Feedback (attached at
Appendix A to this report).

3.   What are the Recommendations?

It is recommended that the Committee note the findings of the review and discuss the
arrangements for responding to any significant issues.

4.   Report details.

The review sought to answer the question: "Are the council's arrangements for
developing, using and supporting technology likely to support continuous
improvement?" The WAO concluded that: "The Council's arrangements for
developing, using and supporting technology are likely to support continuous
improvement once the Council further strengthens its ICT governance arrangements
and successfully completes Phase 1 of its ICT Strategy". Further details of the
WAO's findings, conclusions, and proposals for improvement are outlined in the
attached report.

5.   How does the decision contribute to the Corporate Priorities?

This report is for information rather than for a decision.

6.   What will it cost and how will it affect other services?

The main conclusion from the review was that the council's ability to support
continuous improvement through technology is dependent on successful
implementation of Phase 1 of the ICT Strategy. This conclusion does not have
additional resource implications as Phase 1 of the ICT Strategy has already been
implemented and a closure report is currently being drafted.

7. What consultations have been carried out?

Drafts of the Technology Review Feedback were discussed with appropriate officers, including the Business Transformation Manager and the Corporate Director: Customers before finalisation.

8. What risks are there and is there anything we can do to reduce them?

The Corporate Risk Register includes "the risk that strategic ICT does not enable improvement and support change". The identified mitigating actions to reduce the residual level of risk (at the last review point) were:
- Delivery of Phase I of the ICT Strategy (now complete); and
- Agree (and then deliver) Phase II of the ICT Strategy.

9. Power to make the Decision

This report is for information rather than for a decision.