

| | | |
|----------------|-------------------------|--|
| 192.168.10.23 | sommg03 | Reservation (active) |
| 192.168.10.27 | Depot.mundaring.wa | Reservation (active) |
| 192.168.10.36 | Tomas (007) munda... | Reservation (active) |
| 192.168.10.38 | Front-Counter.munda... | Reservation (active) |
| 192.168.10.41 | Engineering02 | Reservation (active) |
| 192.168.10.42 | Randall | Reservation (active) |
| 192.168.10.43 | gpr02 | Reservation (active) |
| 192.168.10.45 | gpr03 | Reservation (active) |
| 192.168.10.46 | Engineering01 | Reservation (active) |
| 192.168.10.47 | planning.mundaring | Reservation (active) |
| 192.168.10.48 | KM310A777 | Reservation (active) |
| 192.168.10.50 | middlebill@k...munda... | Reservation (active) |
| 192.168.10.51 | Engineering03 | Reservation (active) |
| 192.168.10.52 | PHIPF-305 | Reservation (active) |
| 192.168.10.54 | info@... | Reservation (active) |
| 192.168.10.61 | sommg02 | Reservation (active) |
| 192.168.10.62 | sommg01.mundarin... | Reservation (active) |
| 192.168.10.63 | 097300-9010.munda... | 1104/2010 11:40:17 100.176.688 100.176.272 |
| 192.168.10.64 | main@hpa.mundaring.wa | Reservation (active) |
| 192.168.10.65 | WMS-002.mundaring.wa | 07/05/2010 11:12:49 100.176.688 100.176.272 |
| 192.168.10.66 | tel@hpa.mundarin... | Reservation (active) |
| 192.168.10.67 | 097300-9010.munda... | 07/05/2010 11:12:49 100.176.688 100.176.272 |
| 192.168.10.70 | 097300-9010.munda... | Reservation (active) |
| 192.168.10.71 | ... | ... |
| 192.168.10.72 | ... | ... |
| 192.168.10.74 | IT.mundaring.wa | 09/05/2010 11:57:31 100.176.688 100.176.272 |
| 192.168.10.86 | NPTEAP175.mundarin... | 09/05/2010 11:57:31 100.176.688 100.176.272 |
| 192.168.10.88 | sch050fmb.mundarin... | Reservation (active) |
| 192.168.10.89 | scs0102 | Reservation (active) |
| 192.168.10.90 | ... | Reservation (active) |
| 192.168.10.91 | ... | Reservation (active) |
| 192.168.10.92 | ... | Reservation (active) |
| 192.168.10.97 | ... | Reservation (active) |
| 192.168.10.98 | depot | Reservation (active) |
| 192.168.10.102 | ... | Reservation (active) |
| 192.168.10.130 | ... | Reservation (active) |
| 192.168.10.133 | ... | Reservation (active) |
| 192.168.10.138 | ... | Reservation (active) |
| 192.168.10.145 | ... | Reservation (active) |
| 192.168.10.153 | ... | Reservation (active) |
| 192.168.10.193 | E-PC-1054.mundarin... | Reservation (active) |
| 192.168.10.211 | Cashier | Reservation (active) |
| 192.168.10.221 | ilosomvw11 | Reservation (active) |



Information Communication & Technology Plan 2010 – 2012

August 2010



Foreword

Information Communication and Technology (ICT) is an integral part of the Shire of Mundaring's operations. It is no longer an optional extra or "add-on"; it is as much a part of the Shire's processes as any other resource (e.g. labour, materials, and technical expertise) and the management of it therefore is as important as any other. ICT is a key enabler for major business process change across the Shire - it is improving our efficiency and agility, and helps to reduce our risk exposure.

The Information Communication & Technology Strategic Plan recognises the critical role of the Shire's ICT in supporting our business and the provision of services for our clients and our stakeholders. It charts the Shire of Mundaring's course for ICT for the next three years based on what we know now. We will modify the plan as needed to reflect changes in our environment. The plan aligns with Shire of Mundaring's Strategic Plan, *Strategic Directions - A Plan for the Future 2008 – 2012*, and describes how this shapes our ICT services and sets out the major ICT priorities.



Guiding Principles for Shire of Mundaring

These Guiding Principles were adopted throughout the development of a number of strategic plans across the Shire. The Guiding Principles are designed to ensure a holistic approach to Shire planning.

Community

To develop a strong inclusive community that promotes access, equity and participation in decision making, working towards a better Shire of Mundaring for everyone.

Creativity

To nurture diverse creative expression in the community and foster innovation to meet the needs of the Shire of Mundaring.

Sustainability

To ensure that all decisions consider a balance of economic, environmental, cultural and social elements to enhance the quality of life within the Shire of Mundaring.

Best Value

To balance the provision of cost against quality services to the community of the Shire of Mundaring and to always seek continuous improvements to the services provided.



Information Technology Team's Work

The Information Technology (IT) Team must work closely with all areas of the Shire to deliver....

| End-to-end business processes for: | Information that provides for: | Infrastructure, services and systems that are: | Sound and timely advice on: |
|---|---|--|---|
| <ul style="list-style-type: none"> • consistent and sound decision making • improved efficiency • better client service • effective risk management • responsiveness to changing government requirements and circumstances • increased range of online services • performance management • project / issue tracking | <ul style="list-style-type: none"> • a complete view of our clients • quality data • accurate records • timely and comprehensive reporting • improved accessibility • analytical capability | <ul style="list-style-type: none"> • reliable • efficient • secure • agile • accountable • value for money | <ul style="list-style-type: none"> • future opportunities • emerging threats and risks and opportunities • Improved business processes |

To achieve outcomes Information Technology's major priorities are:

1. Complete Corporate Information Systems Review and implement recommendations
2. Develop and maintain the Business Process Model and business rules
3. Improve information management practices
4. Support and develop a high performance workforce
5. Improve management reporting
6. Improve service management and service delivery
7. Improve ICT infrastructure



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Purpose of this Plan

The purpose of this plan is to ensure that appropriate technology is employed to deliver business outcomes aligned to the Shire's Long Term Financial Plan for budget support.

Aims of this Plan

- To use technology which represents value for money in terms of efficiency, services delivery, compatibility and reliability.
- To provide technology and systems that enables staff to efficiently and effectively capture, safeguard and access the necessary systems and data relevant to their role.
- To provide technology and systems which focus on improving the level of services to the community.
- To provide technology that improves communication between the community and Council to facilitate feedback, decision making and delivery of services.

How do you use this Plan?

The plan details three key themes (the right infrastructure, the right practices and quick and easy access to information). Within each of the themes are key goals, with relevant actions identified to achieve these goals.

Each year the Shire reviews its Strategic Plan for the organisation, which sets targets for a three-year period, having regard to the organisation's overall capacity to implement new initiatives. Actions identified in this will be included as targets in the ICT Plan. An annual evaluation is included in the Shire's Annual Report.



Executive Summary

This document details the direction that Information Technology will take between 2010 and 2012. The plan proposes three planning themes:

The right infrastructure in place:

This key result area aims to ensure that hardware leased by the Shire will be viable throughout the duration of the plan and for a minimum of three years from the acquisition date. It therefore proposes to ensure all equipment is a Tier platform carrying a minimum of a three-year next day on site full warranty. To ensure this, the plan also aims to establish procedures so that purchases are not made outside the adopted budget unless under exceptional circumstances.

Following the outcomes of the Corporate Information Systems Review:

- core applications are maintained by upgrading the core applications in a timely manner to versions that are supported by the vendors;
- operating systems on servers and clients support the core application;
- desktop and other key systems used are at a version release that will allow support from vendors and software engineers; and
- decisions to upgrade applications are based on sound analysis of options available (business case).

The right practices in place:

The Shire's online presence and the services it offers will bring many advantages to the community including more open and accessible means to access data and services. With it, will also come some threats. The Shire will be more exposed than ever to external threats to the security of information...

This key result area is aimed at:

- putting the right practices in place to ensure secure network and data security measures to address this threat; and
- ensuring business continuity and disaster recovery procedures are clearly defined and in place to recover the Shire's data and information in the event of a service interruption or disaster.

Development of business Continuity (BC) and Disaster Recovery (DR) Plans is a corporate responsibility. The Information Technology (IT) Team will continue to review its responsibilities for BC and DR as part of this plan.



Executive Summary (cont.)

Quick and easy access to information:

Access to information and data is imperative to the smooth operation of any organisation. The speed and ease at which staff can save, track, access and interpret corporate data will determine the effectiveness and efficiency at which the Shire can operate.

This key result area aims to ensure the Shire's systems are accessible to staff and the community in a way and at speeds which would be considered normal for the point in time in relation to technology available. The need to improve access to information has been identified.

This key result area also considers the change in technology currently being experienced; the type of information; the increase in volume of information and the way that data and information is shared and/or transacted.



1. The Right Infrastructure in Place

The Right Hardware

| Goal | Actions |
|--|---|
| <ul style="list-style-type: none"> To ensure that current hardware utilised is energy efficient, minimises consumables and provides for an environmentally friendly workplace. Technology selected will complement the Shire's Occupational Safety and Health (OS&H), injury and environmental management initiatives. | <ul style="list-style-type: none"> 1.1 Maintain a common Tier 1 desktop and server platform. 1.2 Continue existing purchasing procedures: <ul style="list-style-type: none"> desktops leased on a three-year replacement cycle, and servers leased on a three-year replacement cycle with buy-back option so that the production environment can be cascaded to the DR site. |

The Right Software

| Goal | Actions |
|---|---|
| <ul style="list-style-type: none"> To ensure effective and efficient desktop applications/tools are available to users to enable effective completion of their respective tasks and enhance end user experience. To provide a common back end platform which is stable, compatible with front end systems and is supported by software vendors. | <ul style="list-style-type: none"> 1.3 Maintain Software Assurance so that all desktops have a supported version of Microsoft operating systems and Microsoft Office applications. Manage the upgrading of desktop office applications by: <ul style="list-style-type: none"> maximising stakeholder involvement in the selection and implementation process; scheduling upgrades with major computer replacements; and ensuring adequate training is provided. 1.4 Maintain Software Assurance for the Server environment, currently: <ul style="list-style-type: none"> Operating System, SharePoint, OCS, Exchange, SQL, and Client Access Licences (CAL). |



1. The Right Infrastructure in Place (cont.)

The Right 'Core' Applications

| Goal | Actions |
|---|---|
| <ul style="list-style-type: none"> To ensure that core applications are maintained, upgraded, patched (or replaced where necessary) so that they will continue to meet the Shire's information and user needs. | <p>1.5 Establish procedures for new/replacement applications so that:</p> <ul style="list-style-type: none"> specification, evaluation and selection is undertaken by a key working party of relevant management, user group and IT staff; and tender specifications stipulate integration with other relevant core applications and systems, online capability and industry standards. <p>1.6 Maintain common server and database platforms and ensure future systems are developed within this framework.</p> <p>1.7 Establish procedures to ensure that:</p> <ul style="list-style-type: none"> purchase of core applications conforms with the budget plan; managers are aware of requirements to test and maintain any core application updates, patches or product upgrades; and purchase of non core applications is supported by a risk assessment considering impact on existing business systems and platforms and access to information. <p>1.8 Conduct audits to rationalise:</p> <ul style="list-style-type: none"> local applications that could be integrated with or replaced by core application systems; and local data that could be centralised on core application systems. |



2. The Right Practices in Place

Appropriate Network and Data Security

| Goal | Actions |
|--|---|
| <ul style="list-style-type: none"> To ensure that appropriate network and data security is in place to provide protection of the Shire's and the community's data and personal information from viruses and intrusion attempts. | <p>2.1 Implement the data security plan for a high level of protection:</p> <ul style="list-style-type: none"> maintain live anti-virus software updates; maintain/upgrade firewall to ensure tight security; timely application of relevant patches and security fixes; maintain Standard Operating Environment (SOE); restrict entry to IT work area and server room; conduct daily and weekly backups and annual permanent backup of key data; use fire proof safe for backup tape storage and off site storage for weekly backups; enforce password and Internet usage policies; and enforce physical, user password, hierarchical and network security policies. <p>2.2 Review security plan and policies annually.</p> |

Business Continuity and Disaster Recovery

| Goal | Actions |
|---|---|
| <ul style="list-style-type: none"> To ensure that appropriate mechanisms are in place to minimise disruption to the Shire's operations as a result of a service interruption or destructive event. | <p>2.3 Review, update and consolidate procedures for IT recovery as a clear section within the Shire's future Disaster Recovery Plan.</p> <p>2.4 Test the IT recovery procedures, preferably within a test of corporate procedures for disaster recovery.</p> |



2. The Right Practices in Place (cont.)

Staff Training

| Goal | Actions |
|--|--|
| <ul style="list-style-type: none"> To improve end user performance and use of IT. | 2.5 Work with Human Resources in identifying and costing training options for new/ upgraded applications as part of annual Training Plan process. 2.6 Following implementation of upgraded applications, foster the Leadership Team and other “application champions” in being the first point of call for desktop application training requirements. 2.7 Liaise with ‘application champions’ to work through core application issues. |

IT Team Role

| Goal | Actions |
|---|---|
| <ul style="list-style-type: none"> To ensure that appropriately skilled staff resources are available to assist and support the Shire users in the most effective selection, implementation and use of IT. | 2.8 Refine systems for IT Team to act as a professional consultancy to the rest of the Shire, including: <ul style="list-style-type: none"> skilling of staff to a high level of technical expertise; and outsource specialised work and manage contracts according to Council policies, procedures and risk tolerance. 2.9 Manage user expectations of the IT Team by using a service level agreement to clarify its responsibilities for: <ul style="list-style-type: none"> provision of IT applications/ solutions for the Shire; and providing support in the systems that run the Shire applications. |



3. Quick and Easy Access to Information

Accessibility of Systems

Goal

- To provide systems which will enable optimum availability of the Shire's systems and data where appropriate to staff, and the community as a whole.

Actions

- 3.1 Improve staff capacity to respond to customers and increase service levels (timeliness, accuracy etc) by:
- assessing the benefits of new technology in increasing access, speed, reliability and ease of connection;
 - upgrading the access of remote sites (depot, libraries, child care centres etc) to the Shire information systems;
 - operating a professional Help Desk which responds to down time issues on a clear priority system; and
 - improving the Intranet to operate as a secure live environment for staff to work off-site.

Access and Manipulation of Corporate Data

Goal

- Ensure staff can efficiently and effectively save, track and access corporate data.
- Ensure staff have the necessary desktop applications/tools to readily interpret and draw insight from corporate data.

Actions

- 3.2
- .Develop a business intelligence front-end for corporate systems with a range if user interface capabilities.
 - Implement a corporate workflow system that works efficiently and effectively across all corporate systems.



3. Quick and Easy Access to Information (cont.)

Website and Public Access

| Goal | Actions |
|---|---|
| <ul style="list-style-type: none"> To provide reliable, up-to-date information to the community in a format which is secure and easy to use. | 3.3 Develop capacity for the community to have remote access to services by: <ul style="list-style-type: none"> assessing new technologies for faster connectivity; maintaining current content management tools; adding new services and applications where appropriate; and meeting/exceeding government standards for electronic service delivery. |

E-business

| Goal | Actions |
|---|--|
| <ul style="list-style-type: none"> To identify e-business initiatives and or business partners to engage in the electronic requisitioning, ordering and payment of goods and services to the Shire to reduce administration and paper costs. | 3.4 Analyse and recommend e-business solutions as appropriate. |