



ICT Client Team
Helen Spreadbury

www.sefton.gov.uk

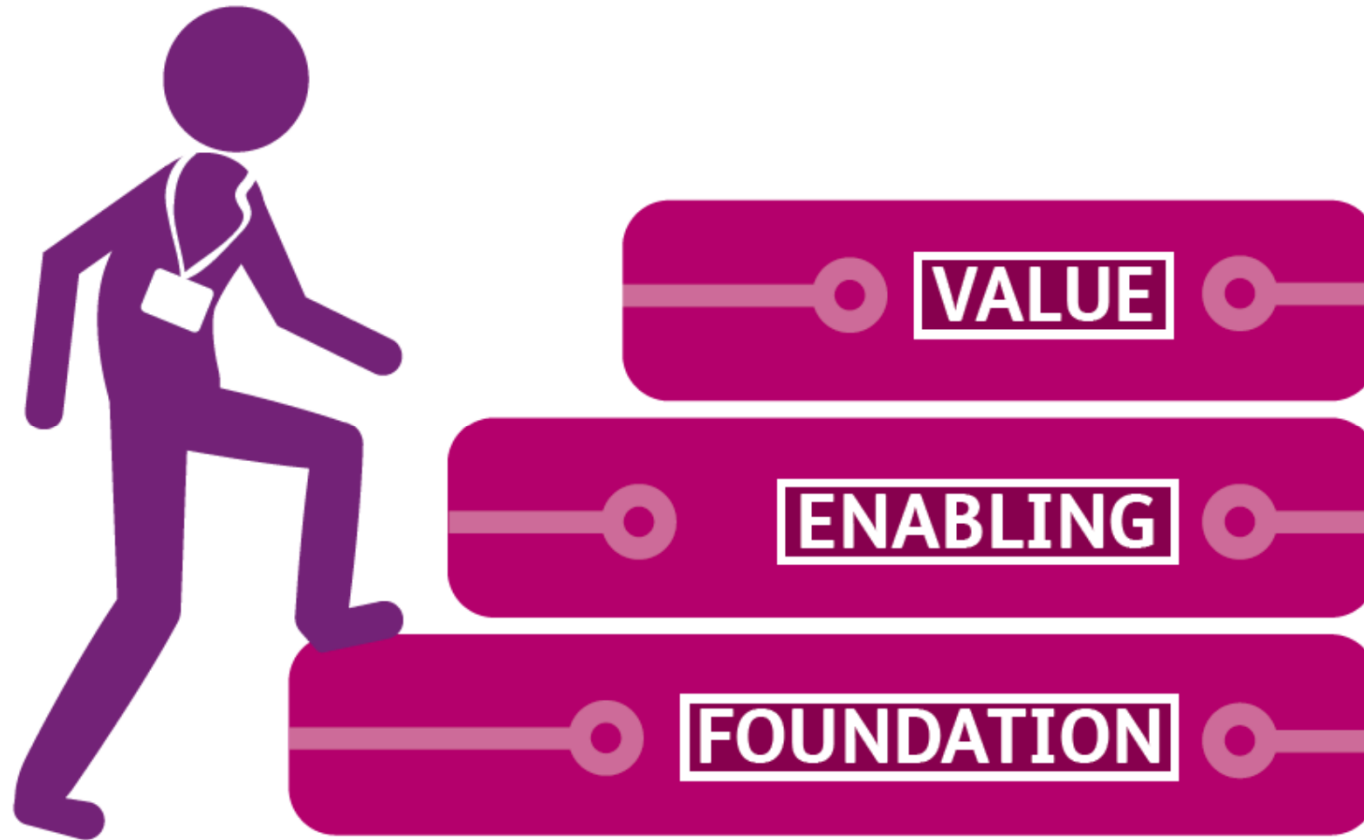
Sefton Council 

Our Role

- **Service Delivery** - responsible for developing an effective relationship with and managing the performance of the ICT Service Delivery Provider, ensuring the provision of a robust and secure infrastructure and the provision of ICT support services in line with business requirements.
- **Contract Management** – Management of third party ICT Contracts on behalf of the Local Authority, including developing the on-going relationship with suppliers of systems or services and the delivery of value for money in line with Public Procurement Regulations and Council Procurement Rules. In addition to the delivery of the School ICT Contracts Management Function.
- **ICT Transformation** – to lead on the identification, development and implementation of transformational ICT programmes and projects, providing appropriate leadership and support to ensure associated work provides value and for money and is consistent with Sefton's Framework for Change



ICT Strategy Development - Stages



Strategy Development – Key Priorities

19/20

Stage	Key Programmes
Foundation	Corporate Core Infrastructure refresh Digital Infrastructure Expansion of corporate Wi-Fi and implementation of Gov Roam Completion of Cloud migration programme Corporate website architecture review Telephony - cloud migration Bulk Print & Hybrid Mail
Enabling	Office 365 Training Office 365 – further deployment CRM procurement & implementation Corporate Website – Accessibility Adult Systems developments SEND – system developments
Value	Customer Portal Adults CRM – customer journey /self service IoT – Internet of Things

Key Contacts

Agilisys Service Desk for day to day help and support

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Questions/Feedback

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