

Information Technology

Actions included in the 2019/20 Operational Plan support the following objectives included in the Community Strategic Plan 2030:

- GL2 Moving towards as sustainable Council.

Changing how we do things

Asset management is a critical function of Council. In the 2018/19 financial year, Council implemented the Technology One Asset Management Solution to manage the entire lifecycle of assets thus achieving optimal performance of assets. Further development of this system to enable staff in the field to access and maintain asset information is a key project which will be completed in the 2019/20 year.

Reducing risk from the ever changing cyber threat landscape is the objective of the continuing security audit program. In the 2019/20 year, Council will focus on areas of internal weaknesses and will provide education and training for staff.

In the 2019/20 year, Council will also complete the implementation of the Bookable online facility booking system. The Bookable system will provide:

- a significant saving of time in accepting and managing bookings;
- improved service to the community via access to an only facility booking portal;
- Improved promotion of venues due to higher visibility/ ease of searching with the goal of greater usage; and
- An addition to the ongoing technological advancement of Council's operations and a major efficiency improvement.

Key Council Plans & Strategies

- Community Strategic Plan
- IT Strategy 2015-2020

Lithgow City Council's IT Department is responsible for:

- Administration and maintenance of business systems
- Management of Council's information and communication networks
- IT support to Council staff
- Web services

GL2 – MOVING TOWARDS A SUSTAINABLE COUNCIL

DELIVERY PLAN (2017-2021)	OPERATIONAL PLAN (2019-2020)			
Delivery Program Action (4 years)	Action	Performance Measure	Target	Responsible Department
GL2.2 Use modern operating systems and apply contemporary practices.	GL2.2.1 Investigate processes/applications/technologies to increase efficiencies and reduce costs.	Investigate and implement new technologies to improve the ability of Inspection Staff (indoor & outdoor employees) to send and receive information and comply with WHS requirements.	100% complete	Information Technology
	GL2.2.4 Ensure high service levels of Council's information and communications network.	Manage and maintain the communications networks ensuring they are operational and accessible greater than 98% of the year. <ul style="list-style-type: none"> • All software revisions implemented as recommended. • Network equipment is maintained and functional. 	100% complete	
		PC's and servers replaced in accordance with priority program.	100% complete	
		Ensure all software licencing is current: <ul style="list-style-type: none"> • Property System • Finance/Assets/Payroll System • ECM • Microsoft • Pulse • Map Info/Exponaire • Spydus Library System • ID Profile/Atlas 	100% complete	

INFORMATION TECHNOLOGY PROGRAM INCOME AND EXPENDITURE 2019/2020

Project	Project Costs \$	Funded from S94 Reserve \$	Funded from Net Revenue \$
CCTV Security Camera installation	20,000	(16,000)	(4,000)
PC & Server Replacement Program	50,000		(50,000)
Performance Appraisal Module	10,000		(10,000)