Cabinet Office
Oik Coonceil ny Shirveishee

GTS BUSINESS PLAN | 2018/19

LHIASEYDERYN SKIMMEE | INVESTORS IN PEOPLE
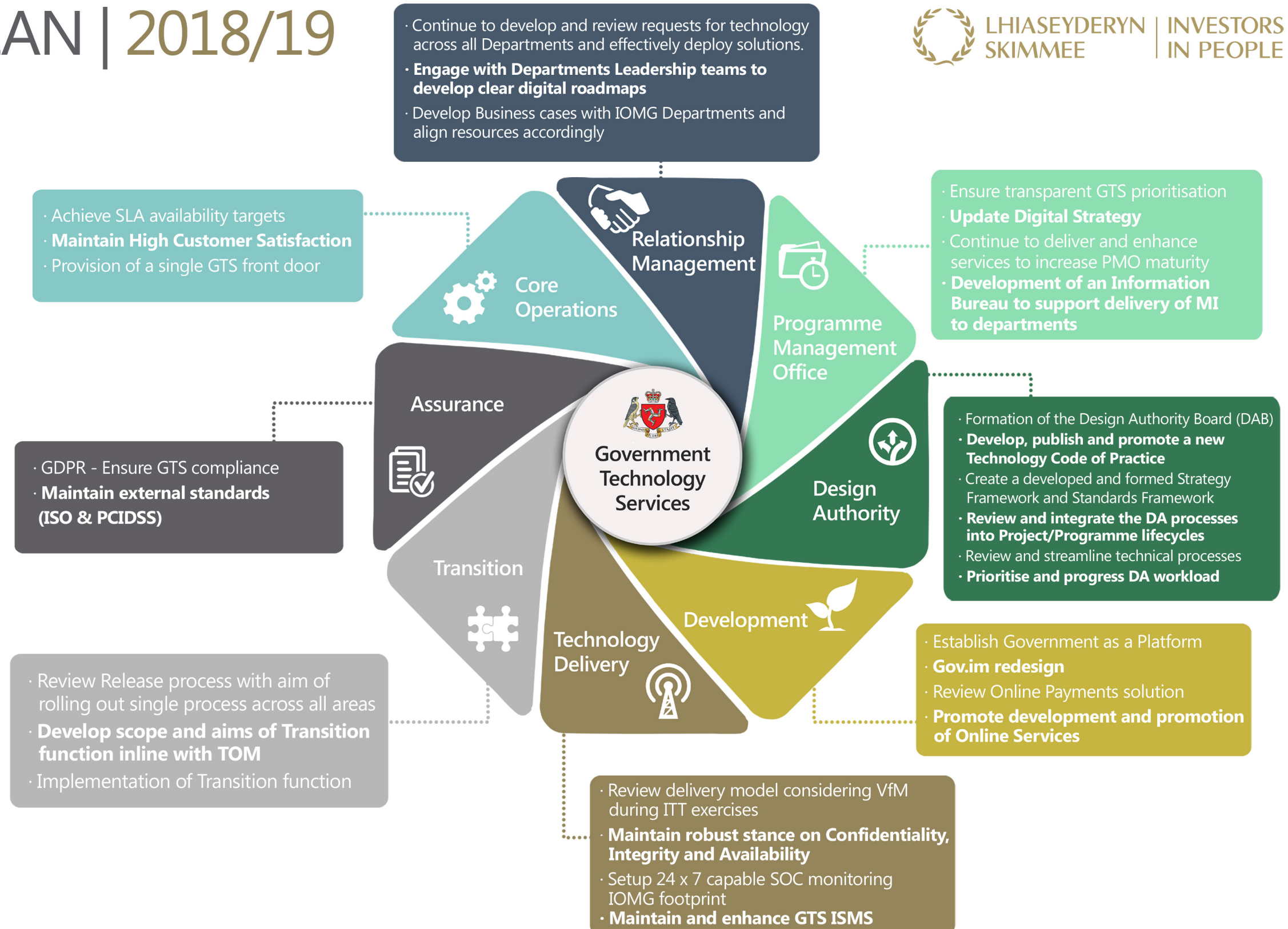
GTS Strategic Priorities

1. Continually improve Systems Availability
2. **Continually improve Customer Satisfaction**
3. Develop the Organisation and our People
4. **Constant and effective delivery of Change**
5. Constant focus on managing and mitigating risk
6. **Demonstrating Financial Savings and Value For Money**
7. Enable the delivery of the Digital Strategy
8. **Embrace and Exploit New Technologies**

GTS Key Objectives

1. Provide stable and robust IT platforms for Government, supporting the successful delivery of the digital strategy
2. **Drive the digital transformation of the criminal justice system**
3. Continue the Digital Future Programme for the DHSC
4. **Support the modernisation of HR and payroll through PIP**
5. Enable the Treasury Drive to Digital transformation plans
6. **Sustain and Encourage all of GTS in the delivery of the new Target Operating Model**

GTS-Wide Objectives

1. Instigate a staff wellbeing initiative
2. **Complete implementation of SFIA**
3. Agree new Appraisal Reporting scheme
4. **Implement the new Target Operating Model**
5. Ensure budget is aligned to Target Operating Model
6. **Strategic review of contracts to leverage savings**

Central Diagram — Government Technology Services

Relationship Management
- Continue to develop and review requests for technology across all Departments and effectively deploy solutions.
- **Engage with Departments Leadership teams to develop clear digital roadmaps**
- Develop Business cases with IOMG Departments and align resources accordingly

Core Operations
- Achieve SLA availability targets
- **Maintain High Customer Satisfaction**
- Provision of a single GTS front door

Programme Management Office
- Ensure transparent GTS prioritisation
- **Update Digital Strategy**
- Continue to deliver and enhance services to increase PMO maturity
- **Development of an Information Bureau to support delivery of MI to departments**

Assurance
- GDPR - Ensure GTS compliance
- **Maintain external standards (ISO & PCIDSS)**

Design Authority
- Formation of the Design Authority Board (DAB)
- **Develop, publish and promote a new Technology Code of Practice**
- Create a developed and formed Strategy Framework and Standards Framework
- **Review and integrate the DA processes into Project/Programme lifecycles**
- Review and streamline technical processes
- **Prioritise and progress DA workload**

Transition
- Review Release process with aim of rolling out single process across all areas
- **Develop scope and aims of Transition function inline with TOM**
- Implementation of Transition function

Development
- Establish Government as a Platform
- **Gov.im redesign**
- Review Online Payments solution
- **Promote development and promotion of Online Services**

Technology Delivery
- Review delivery model considering VfM during ITT exercises
- **Maintain robust stance on Confidentiality, Integrity and Availability**
- Setup 24 x 7 capable SOC monitoring IOMG footprint
- **Maintain and enhance GTS ISMS**

Departmental Objectives

Legend: Treasury · DfE · CO · DHSC · DHA · DEFA · DOI · DESC · MUA · Gen Reg · FSA/GSC

Treasury	DfE	CO	DHSC	DHA	DEFA	DOI	DESC	MUA
Support Treasury to move to a priority (service) based budget	International Tax and Reporting Requirements Review	TT and FOM Timing and Event Support	Continue Digitisation of Community Health	Police Core System	Prison and Probation CCBT	Platform for Public Sector Housing	School Management Information Systems	MUA Document Management Solution
Initiation of the Treasury Programme of Change	Employed Person Allowance and Jobseekers Allowance modernisation	Companies Registry Online Annual Returns	Support business analysis for Integrated Care Record	NUIX	Timber and Sawmill Software	Drivers and Vehicles	Primary Payments Online	Navision upgrade
Treasury Social Security Benefits Payment Technology Refresh	Strategic Registry Review	People Information Programme	E-Prescribing and Medicines Administration	Digital Asset Management Solution	Location-based personalisation of citizen services and reporting	Airport Information Management System	Document Management Solution	Courts Audio Visual Refresh
Customs and Excise System Refresh	Land and Deeds Registry New System	Office of Cyber Security and Information Assurance (OCSIA)	Mental Health Online Support and Counselling	Implement new Courts Management System	Secure Laboratory Reporting and WIFI	Support roll out of DRT	Online Student Grants	Implementation of new regulatory System for FSA and GSC
Finance Governance Service Review and Upgrade	Customer Relationship Managerment	Single Resident Record	Telemedicine	Prosecution Case Management	Mobile Working			