



Ussel.

ICT Strategy
2017 - 2021

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Information & Communication Technology (ICT)



Our Vision

To provide an integrated technology environment which sustains Usel's ability to deliver its strategic objectives in line with the company corporate plan.

We aim to provide, deliver and support a modern ICT environment which will support Usel staff by providing appropriate technologies to maximise the efficiency of the services we provide to our clients, customers and stakeholders.



Preface

We will develop and maintain an ICT infrastructure and management information system which is secure, reliable and fit for purpose in line with Usel business requirements and changes. This will provide a technological platform that will support our service and product delivery along with increased productivity across departments.



Introduction

ICT is a vital aspect to Usel. Each Usel department uses ICT functions daily. Over the past year we have introduced many new ICT systems including VOIP, CRM, internal support help desk and cloud technologies. It is now appropriate that Usel has an ICT strategy in place to see how ICT for the company should be developed.

We aim to provide a high quality, reliable ICT support provision to our staff while at the same time ensuring value for money for our stakeholders.

This is the first ICT strategy for Usel and this will plan the ICT developments and provisions for the next four years. It is important to follow the strategy and to ensure the aims and objectives are being achieved. During the development of this strategy meetings and focus groups were arranged with key stakeholders, this strategy reflects the business requirements over the next four years in line with the corporate plan.

Over the next four years ICT will be embedded as a core part of all Usel departments ensuring the company CRM platform (Usel Connect) is utilised for functions and processes across the business.

We will build upon the ICT infrastructure already in place ensuring systems are up to date, reliable and secure.

Our internal ICT support help desk will continue to be developed to support all Usel staff with any ICT related issues they may have.

The Usel ICT department will drive ICT in the organisation over the next four years to develop a digital and paperless environment across the organisation. The progress of the strategy will be reported to the Usel board every 6 months.

Strategic Usel ICT priorities

- Promote an ICT focused culture within Usel
- Reduce the amount of paper and manual records in the company. Leading the way for a paperless environment
- Create an accessible solution for each department to access documents with tiered access
- Improve ICT security for the internet, information monitoring and email/document backup
- Ensure business is as usual during developments
- Create access control measures for accessing areas of the building
- Create a one stop portal for all Usel ICT systems including the company CRM, online payslips, emails and document storage
- Develop the company CRM platform across all Usel departments
- Transform current manual processes into digital processes



ICT mission statement

ICT will be recognised as a core function within Usel. It will be utilised across all Usel departments ensuring clients, customers and staff are provided with an efficient service.

We will continue to develop the ICT services and think of innovative ways of working to improve our services.



ICT Strategic aims & objectives

Aim 1 **Support**

To support Usel staff with ICT

- Provide support to staff via the ICT internal helpdesk to allow staff to be effective in the service they provide and their jobs
- Provide support to staff via telephone, email and remote login regardless of their location

How will we do this?

- Continue to develop the ICT internal helpdesk ensuring response times are met and staff are satisfied with the service provided
- Provide suitable software for retrieving and backing up emails/documents stored on our cloud based solutions such as Office 365
- Ensure staff devices are using the latest operating systems and machines are fit for purpose
- Provide a suitable shared and individual document storage facility with mobile access
- Ensure service level agreements are in place (ITIL service management/contract maintenance)

Aim 2

Management Information

To provide real time management information

- Provide real time management information across all Usel incomes streams and departments
- Provide real time information on current targets and actual target for all departments

How will we do this?

- Develop dashboard views in the CRM with integrated KPI's for each department
- Develop current processes into the CRM for all departments
- Enable real time key statistics and performance measures for Usel service officers
- Create suitable management reports highlighting data exceptions
- Develop our digital interaction with customers to enable MI for sales, marketing, recruitment and services

Aim 3

Integration

To integrate all Usel ICT systems

- Integrate the various Usel ICT systems enabling single sign on services for all ICT users on all devices
- Reduce staff confusion without the need for multiple usernames and passwords

How will we do this?

- Develop a single sign on solution to integrate the current and future ICT systems used by users in all departments where one username and password would be used across all platforms
- Reduce the need to have multiple usernames and passwords to access Usel systems
- Increase security with two factor authorisation such as text or email verification
- Ensure appropriate access controls for the systems we integrate
- Ensure the Usel building has suitable access control measures
- Reduce the need for physical face to face meeting and promote digital meeting rooms

Aim 4

Training

To provide ICT training to staff

- Provide suitable ICT training to staff in the systems they use and for any new ICT system introduced
- Provide retraining to staff who are not confident in using the current systems or not aware of features available to increase productivity

How will we do this?

- Create a staff ICT induction process where new staff members will receive training on the ICT systems they will use in their job
- Ensure current staff are confident and efficient in the systems they use by completing a training needs analysis
- Develop a training roll out for any new systems introduced as part of the continued ICT development
- Develop CRM training applicable for the job role of the user

Strategy Timeline

2017-2018

- Continue to develop the ICT internal helpdesk ensuring response times are met and staff are satisfied with the service provided
- Provide suitable software for retrieving and backing up emails/documents stored on our cloud based solutions such as Office 365
- Develop dashboard views in the CRM with integrated KPI's for each department
- Create a staff ICT induction process where new staff members will receive training on the ICT systems they will use in their job
- Manage contracts in line with ITIL

Outcomes

- All ICT tickets responded within 2 hours
- All ICT resolved within 24 hours
- Staff satisfaction of 85% for ICT tickets
- All emails and documents stored on Office365 backed up outside of the Microsoft standard backup
- Dashboard view on Usel connect for HR, Finance, Employment Services, Factory, ICT, Circular Economy, Sales & Marketing
- Staff ICT induction process created and active
- ITIL techniques implemented for service contracts

2018-2019

- Develop current processes into the CRM for all departments
- Ensure staff devices are using the latest operating systems and machines are fit for purpose
- Provide a suitable shared and individual document storage facility with mobile access
- Enable real time key statistics and performance measures for Usel service officers
- Create suitable management reports highlighting data exceptions

Outcomes

- Staff completing processes digitally for all departments
- Audit completed of current machines to identify devices fit for upgrade
- All devices upgraded to the latest Operating System
- Sharepoint implemented for each department and access provided to staff
- Dashboard creation on Usel connect for service officers
- Live screens for each department showing key statistics and performance
- Reports live and used to improve data accuracy

Strategy Timeline

2019-2020

- Develop a single sign on solution to integrate the current and future ICT systems used by users in all departments where one username and password would be used across all platforms
- Reduce the need to have multiple usernames and passwords to access Usel systems
- Increase security with two factor authorisation such as text or email verification
- Ensure appropriate access controls for the systems we integrate
- Reduce the need for physical face to face meeting and promote digital meeting rooms

Outcomes

- Users able to sign on to Usel services using one username and password
- Users forced to change this password at given periods
- Reduced ICT tickets in relation to forgotten username/passwords
- Single sign on technology secure in storing any user details
- Two factor security authorisation enabled for certain platforms using text/email
- Skype for Business being used for meetings where possible

2020-2021

- Develop our digital interaction with customers to enable MI for sales, marketing, recruitment and services
- Ensure current staff are confident and efficient in the systems they use by completing a training needs analysis
- Develop a training roll out for any new systems introduced as part of the continued ICT development
- Develop CRM training applicable for the job role of the user
- Ensure the Usel building has suitable access control measures

Outcomes

- A digital customer journey enabled for sales, marketing, recruitment and services
- Staff are confident and efficient in the systems they use for their roles and using software features to its full potential
- Video training portal developed and being used for training on Usel systems
- Controlled access measures enabled to sensitive building areas such as back office using TMS card



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