

Information system strategic plan (ISSP) Name of organization

For the period 2020 to 2023



August 2020

Prepared by :

Content

[Executive summary 3](#_Toc43742407)

[Vision and Mission 4](#_Toc43742408)

[Vision statement 4](#_Toc43742409)

[Mission statement 4](#_Toc43742410)

[Strategic Thrusts and Programs 4](#_Toc43742411)

[Organization profile 5](#_Toc43742412)

[Organizational chart 5](#_Toc43742413)

[Information 5](#_Toc43742414)

[Current Annual Budget 6](#_Toc43742415)

[The organization and its environment 6](#_Toc43742416)

[SWOT analysis 6](#_Toc43742417)

[Resource analysis 8](#_Toc43742418)

[Equipment 8](#_Toc43742419)

[Software 9](#_Toc43742420)

[Applications 9](#_Toc43742421)

[Infrastructure and Network 10](#_Toc43742422)

[Existing IT structure 10](#_Toc43742423)

[Needs analysis 11](#_Toc43742424)

[Needs by department 11](#_Toc43742425)

[Relationship of ICT needs to strategic need 11](#_Toc43742426)

[Recommendations 12](#_Toc43742427)

[Proposed equipment’s 12](#_Toc43742428)

[Proposed software’s 13](#_Toc43742429)

[Proposed applications 14](#_Toc43742430)

[Diagram of Keys Systems 15](#_Toc43742431)

[ICT strategy for Public access 15](#_Toc43742432)

[Proposed Infrastructure 16](#_Toc43742433)

[Proposed ICT structure 16](#_Toc43742434)

[Training 16](#_Toc43742435)

[Timelines 17](#_Toc43742436)

[Equipment 17](#_Toc43742437)

[Applications and software 17](#_Toc43742438)

[Network 18](#_Toc43742439)

[Training 18](#_Toc43742440)

[Costs and investments 19](#_Toc43742441)

[Implementation of the plan 20](#_Toc43742442)

# Executive summary

*The Executive Summary is a condensed summary of the contents of this plan. It typically highlights the KEY areas such as:*

* *Objective of this plan including some background on why this plan is being developed in your organization*
* *Financial highlights relative to ICT cost and relationship to budget*
* *Human resource implications. (new staff, training and responsibilities)*
* *Benefits to the stakeholders*
* *That this long-term plan is a living document that needs continued support and MUST be reviewed annually to address the changing environment of internal and external influence.*
* *For this executive summary one page should be sufficient.*

*You may want to include the four purposes of the ISSP (example wording below)*

The ISSP is basically used for 4 purposes:

* to ensure that the systems and infrastructure selected to be deployed in the organization support the organization’s strategic goals
* to get agreement of all stakeholders on the IT plans and resulting expenditures
* to direct the efforts of the IT department over the period of the plan
* to assess the implications of any change in organization objectives or priorities on the projects in the IT department and their allocated budgets

# Vision and Mission

## Vision statement

*Insert here the vision in regards of the IT*

## Mission statement

*Insert here the mission in regards of the IT*

## Strategic Thrusts and Programs

*Taking key initiatives from the organization plan. Include those that have or could have an ICT component, either through acquisition of a system or through automation of the internal processes of the department itself.*

# Organization profile

Name of president:

Name of IT head or person in charge of IT:

Name of planning head:

## Organizational chart

 (Input organizational chart of your organization)

## Information

|  |  |
| --- | --- |
| Name of organization |  |
| Creation date  |  |
|  |  |
|  |  |
|  |  |

|  |
| --- |
| Number of employees |
| Permanent |  |
| Temporary |  |
| Casual |  |
| Job order |  |
| Total |  |

## Current Annual Budget

*XXX is currently operating on an annual budget of more than $XXX , of which XX% is appropriated to personal services. The rest of the budget is earmarked to various development projects and other economic enterprises. There is/is not currently a line item for ICT, (if not where are ICT expenses included?). To emphasize the importance of ICT spending in accomplishing the organization’s goals, it is proposed that one (1) percent or approximately $XXX be devoted annually to support ICT.*

## The organization and its environment

*Insert here a diagram of the main actors around the organization.*

 Clients

Product providers

## SWOT analysis

 Organization

 Government

 Schools

 Population

 Corporation

 Partners

*A SWOT analysis is a tool that identifies the strengths, weaknesses, opportunities and threats of an organization. Specifically, SWOT is a basic, straightforward model that assesses what an organization can and cannot do as well as its potential opportunities and threats. The method of SWOT analysis is to take the information from an environmental analysis and separate it into internal (strengths and weaknesses) and external issues (opportunities and threats). Once this is completed, SWOT analysis determines what may assist the firm in accomplishing its objectives, and what obstacles must be overcome or minimized to achieve desired results.*

*A workshop can be organized by the volunteer advisor to help the organization to identify the strengths and weaknesses of the organization.*

|  |
| --- |
| S.W.O.T. Analysis |
| STRENGTHS  | **WEAKNESSES**  |
|  |  |
| OPPORTUNITIES  |  **THREATS** |
|  |  |

# Resource analysis

*The resource analysis is a list of the structure, equipment, software and human resources in regard of the IT. While completing this analysis, it might be a good strategy to verify what is needed in the future to improve the working condition and the services (equipment, software, network, internet etc…). After this analysis with the employees, the volunteer might meet the head of each department to verify if the needs expressed by the employees are relevant.*

## Equipment

*We suggest to use a software for exam of the content of each computer. BGInfo is a free software that can be used for having a complete description of the computer. It will be possible to identify the year of the computer. After 5 years, it might be necessary to change the equipment.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Department** | Desktop | Laptop | Monitor | Tablet | Printer/Scanner | Year |
|  |   |   |   |  |   |  |
|  |   |   |  |  |   |  |
|  |   |   |   |  |   |  |
|  |   |   |  |  |   |  |
|  |   |   |   |  |   |  |
|  |   |   |  |  |   |  |
|  |   |   |  |  |   |  |
|  |   |   |  |  |   |  |
|  |   |   |  |  |   |  |
|  |   |   |   |  |   |  |
|  |   |   |  |  |   |  |
|  |   |   |  |  |  |  |
| **Total** |  |  |  |  |  |  |

## Software

*Insert the list of the software used actually and identify the version.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Department** | **Word** | **Excel** | **Anti-virus** | **Others** | **Version** |
|  |   |   |   |  |   |
|  |   |   |  |  |   |
|  |   |   |   |  |   |
|  |   |   |  |  |   |
|  |   |   |   |  |   |
|  |   |   |  |  |   |
|  |   |   |  |  |   |
|  |   |   |  |  |   |
|  |   |   |  |  |   |
|  |   |   |   |  |   |
|  |   |   |  |  |   |
|  |   |   |  |  |  |
| **Total** |  |  |  |  |  |

##

## Applications

*Insert a list of the applications used actually and why these applications are used for. If your organization use excel sheet for management of some functions, give a description.*

|  |  |  |
| --- | --- | --- |
| **Department** | **Applications** | **Used for …** |
|  |   |   |
|  |   |   |
|  |   |   |
|  |   |   |
|  |   |   |
|  |   |   |

## Infrastructure and Network

*Describe here any existing server, LAN network, internet access, use of firewalls, anti-virus etc.. Insert a plan if you have one.*

## Existing IT structure

*Describe current ICT organization or which department’s staff have ICT experience employees. Insert the chart if you have one.*

#

# Needs analysis

## Needs by department

*Insert the needs for each department. Describe the equipment’s needed, software, new applications that could improve the work. If you found some links to develop between departments, describe. Training needed, website needs, database development, link with clients etc…*

|  |  |  |
| --- | --- | --- |
| **Department** | **ICT Needs** | **Possible ICT solutions** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

## Relationship of ICT needs to strategic need

*Try to relate the needs to your strategic plan. The SWOT analysis can be used at this step.*

# Recommendations

## Proposed equipment’s

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Department** | **Desktop** | **Laptop** | **Monitor** | **Scanner** | **Printer** | **Internet** |
|  |  |   |  |  |  |  |
|  |  |   |  |  |  |  |
|  |  |   |  |   |  |  |
|  |  |   |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |   |  |  |  |  |
|  |  |   |  |  |  |   |
|  |  |   |  |  |  |  |
|  |  |   |  |  |  |  |
|  |  |   |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |   |  |  |  |  |
|  |  |   |   |  |  |  |
|  |  |   |  |  |  |  |
|  |  |   |  |  |  |  |
| **Total** |  |  |  |  |  |  |

## Proposed software’s

*Indicate the strategy for the licences. For example, if you choose to go with open source like Open Office. If you stay with Microsoft, indicate how many licences you need.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Department** | **Word** | **Excel** | **Anti-virus** | **Drawing software** | **Others** |
|  |   |  |  |  |  |
|  |   |  |  |  |  |
|  |   |  |   |  |  |
|  |   |  |  |  |  |
|  |   |  |  |  |  |
|  |   |  |  |  |   |
|  |   |  |  |  |  |
|  |   |  |  |  |  |
|  |   |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |   |  |  |  |  |
|  |   |   |  |  |  |
|  |   |  |  |  |  |
|  |   |  |  |  |  |
| **Total** |  |  |  |  |  |

## Proposed applications

*For new applications, the organization can choose to follow the Open Source route with PHP and MySQL or use available tools like Microsoft Access. Applications may be obtained ready-built or developed in-house as requirements and costs dictate. Describe and give priority for each application. Insert start dates of top-priority.*

|  |  |  |  |
| --- | --- | --- | --- |
| Priority | Name of application | Description | Start date |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |   |   |  |
|  |   |   |   |
|  |   |   |  |
|  |   |   |  |
|  |   |   |  |
|  |   |   |  |
|  |   |   |  |
|  |   |   |  |
|  |   |   |  |
|  |   |   |  |
|  |   |   |  |
|  |   |   |  |
|  |   |   |  |

## Diagram of Keys Systems

Database 2

Database 1

Department Z

Department Y

Department X

External
System

Excel

Application 1….

Application 2

## ICT strategy for Public access

*Describe the strategy for clients, partners, providers etc.… Ensure any equipment/software/infrastructure is accounted for in the costing. Examples are web development, community ecenters & public Wi-Fi.*

|  |  |  |
| --- | --- | --- |
| ICT Strategy for Public Access | Equipment/Software/Training needed | Costing |
|  |  |  |
|  |  |  |
|  |  |  |

## Proposed Infrastructure

*Insert a paragraph outlining the new server hardware, network, firewalls, and anti-virus requirements here. Also list possible sources for these items, and include in costing information.*

## Proposed ICT structure

*Insert diagram of proposed structure. If the ICT is under a department, describe where.*

## Training

*Add in all required training, not only for ICT staff but also management staff in general. Consider utilizing a “train the trainer” program to decrease costs.*

|  |  |  |  |
| --- | --- | --- | --- |
| Department | Employee | Training needed | Required date |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |   |   |  |

# Timelines

*This is a summary of all the needs and a planning for the next 3 years.*

## Equipment

|  |  |
| --- | --- |
| **ITEM** | **Number of items** |
| **Existent** | **Proposed** |
| **Yr 1** | **Yr 2** | **Yr 3** | **TOTAL** |
| Server |  |   |  |   |  |
| Desktop |  |   |  |  |  |
| Printer inkjet |  |   |  |  |  |
| Printer laser |  |   |  |  |  |
| Laptop |   |   |   |  |  |
| Router  |  |   |  |  |  |
| Scanner |  |  |  |  |  |
| Tablet |  |  |  |   |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## Applications and software

|  |  |
| --- | --- |
| **Softwares/Applications** | **Number of licences** |
| **Existent** | **Proposed** |
| **Yr 1** | **Yr 2** | **Yr 3** | **TOTAL** |
| Word version x |  |   |  |   |  |
| Excel version x |  |   |  |  |  |
| Outlook version x |  |   |  |  |  |
| Application … |  |   |  |  |  |
| Anti-virus |  |   |  |  |  |
| Powerpoint version x |  |   |   |  |  |
|  |  |  |  |  |  |

## Network

|  |  |
| --- | --- |
| **ITEM** | **Number of items** |
| **Existant** | **Proposed** |
| **Yr 1** | **Yr 2** | **Yr 3** | **TOTAL** |
| Router |  |   |  |   |  |
| Switches |  |   |  |  |  |
| Cables |  |   |  |  |  |
|  |  |   |  |  |  |
|  |  |  |  |   |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## Training

|  |  |
| --- | --- |
| **Training** | **Number of employees** |
| **Title and description of the training** | **Proposed** |
| **Yr 1** | **Yr 2** | **Yr 3** | **TOTAL** |
| Word | Word version x |   |  |   |  |
| Programming skills | PHP et MySQL |   |  |  |  |
| Excel | Excel advanced course |   |  |  |  |
| Web design | How to develop a website using Wordpress |   |  |  |  |
|  |  |  |  |   |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

# Costs and investments

|  |  |
| --- | --- |
| **Activity** | **Investment** |
| **YR 1** | **YR 2** | **YR 3** |
| **ICT Capital outlay*** Hardware acquisition
* Network and communication equipment
* Software acquisition
* Other ICT equipment
* Installation fees
 |   |   |   |
| **Maintenance and other operating expenses*** Web hosting Services fees
* Internet connection/subscription
* ISSP update
* Maintenance Services/Fee
* Rent/Lease of ICT equipment
 |   |   |  |
| **ICT Services specialised*** Application systems development
* Database build-up
* E-commerce
* Website
* Other consulting services
 |  |  |  |
| **Human resources training*** + Word or Excel
	+ ICT training
 |  |  |  |
| **TOTAL** |  |  |  |

# Implementation of the plan

*Here you can formulate a conclusion for this plan in relation with your organization.*

An ISSP that serves all the strategic thrusts of the organization will address the development and implementation of:

* revenue-generating applications
* departmental databases or systems to streamline internal operations
* a strong and reliable network
* a robust website than can act as a portal to information about the organization, its departments, and its processes and forms
* a well-trained and responsive ICT staff

The prioritization of these initiatives and the logical design and implementation needs to be determined by the managers of the organization and reviewed on a regular basis.

The ISSP is a living document that directs the ICT effort in support of the strategic goals of the organization. It is a high level document that needs to be reviewed and updated annually or whenever organization priorities change. The ICT unit should use the ISSP as the basis for their annual plan. In addition, each project in the ISSP, once started, should have an individual project plan, which provides a more detailed description of the project, its costs, dependencies and projected timeline.