



SHIRE OF WANDERING

IT Strategic Plan 2026–2029

1. Purpose and Background

The purpose of this IT Strategic Plan is to provide a structured framework to guide the Shire of Wandering's information technology decisions, investments, and priorities over the period 2026–2029.

This Plan has been developed in response to an audit finding in 2025, first raised in 2024, which identified the absence of an IT Strategic Plan as a moderate risk. The audit highlighted that without a guiding strategy, the Shire's ability to allocate resources effectively and make informed technology decisions is constrained.

2. Strategic Alignment

This Plan aligns with the Shire's:

- Corporate Business Plan.
- Long-Term Financial Plan.
- Workforce and Asset Management planning.
- Risk Management Framework.

Technology will act as a supporting enabler to business outcomes, not an end in itself.

3. Strategic Objectives

The IT Strategic Plan is underpinned by five objectives:

1. Support efficient and effective service delivery.
 2. Strengthen cybersecurity and data protection.
 3. Improve system resilience and reliability.
 4. Enable informed and evidence-based decision-making.
 5. Provide sustainable, planned and cost-effective IT investment.
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4. Strategic Focus Areas, KPIs and Actions

4.1 Governance and Planning

Key Initiatives

- Establish formal IT governance under the CEO.

- Maintain an IT asset and software register.
- Integrate IT planning into annual budget and risk reviews.

KPIs

- IT asset register established and updated annually.
 - Annual IT priorities endorsed as part of the budget process.
 - IT risks identified and managed appropriately.
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4.2 Cybersecurity and Data Protection

Key Initiatives

- Strengthen system security controls.
- Maintain secure data backups and recovery processes.
- Provide cyber awareness training to staff.

KPIs

- 100% of core systems backed up in line with policy.
 - Staff have access to cyber awareness training.
 - No critical data loss incidents.
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4.3 Systems and Infrastructure

Key Initiatives

- Plan lifecycle replacement of hardware and software.
- Improve system uptime and reliability.
- Test disaster recovery processes.

KPIs

- Core systems availability greater than 99%.
 - Hardware replacement scheduled and budgeted.
 - Disaster recovery test conducted at least once every two years.
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4.4 Digital Capability and Operational Efficiency

Key Initiatives

- Reduce reliance on manual processes.
- Improve document and records management efficiency.
- Support secure mobile and remote working where appropriate.

KPIs

- Reduction in manual processing tasks identified and implemented.
 - Records management compliance maintained.
 - Staff satisfaction with IT systems reviewed biennially.
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4.5 Vendor and Service Management

Key Initiatives

- Formalise arrangements with IT service providers.
- Review performance and value for money.
- Manage contract and licence compliance.

KPIs

- Annual review of IT service provider performance.
 - No unlicensed or unsupported software systems.
 - IT costs remain within approved budget allocations.
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5. Implementation Timeline

Year 1: 2026–2027 (Foundation Phase)

- Adopt IT Strategic Plan by Council
- Establish IT governance arrangements.
- Develop IT asset and software register.
- Review cybersecurity practices and backup processes.
- Confirm disaster recovery and business continuity arrangements.

Outcome: Foundational governance, visibility of assets and risk reduction.

Year 2: 2027–2028 (Stabilisation Phase)

- Integrate IT priorities into annual budgeting and risk review.
- Implement lifecycle replacement planning for priority systems.
- Conduct first planned disaster recovery test.
- Deliver staff cyber awareness training.

Outcome: Planned investment, more resilient systems, informed staff.

Year 3: 2028–2029 (Optimisation Phase)

- Review and refine IT systems to improve efficiency.
- Identify opportunities for process improvement and digital enablement.
- Review vendor performance and contract arrangements.
- Prepare update or replacement IT Strategic Plan.

Outcome: Efficient, sustainable and future-ready IT environment.

6. Resourcing and Financial Implications

The implementation of this Plan will:

- Be delivered mostly within existing operational budgets.
- Use external specialists where cost-effective and necessary.
- Avoid unplanned or reactive IT expenditure.
- Prioritise essential, business-critical systems.

Any significant capital or operational IT investment will be subject to Council approval through the annual budget process.

7. Monitoring and Reporting

- Progress against KPIs will be reviewed annually by management.
- Monitoring of IT risk and cyber security threats via monthly reports.
- Major IT risks or issues will be reported to Council as required.

- A full Plan review will occur prior to June 2029.

9. Recommendation to Council

That Council:

1. **Adopt the IT Strategic Plan 2026–2029, and**
2. **Request annual reporting on implementation progress and key IT risks.**

Council Adoption	DATE	Resolution #	Updated by
Ordinary Council Meeting	18 June 2026		