LANGLEY

ICT STRATEGY

**2025 - 2028**

INTRODUCTION

Our Vision and Mission:

Our vision is of a society where no-one is unfairly disadvantaged because of their past. Our mission is to support people with convictions so that they reintegrate into society, live crime-free and thrive.

Organisational Vision:

A sustainable and growing Christian organisation that is known and trusted, delivering life-changing services, where all our people are equipped and empowered to give of their best.

Our Values:

- Christ-like
- Responsible
- Genuine
- Respectful
- Visionary
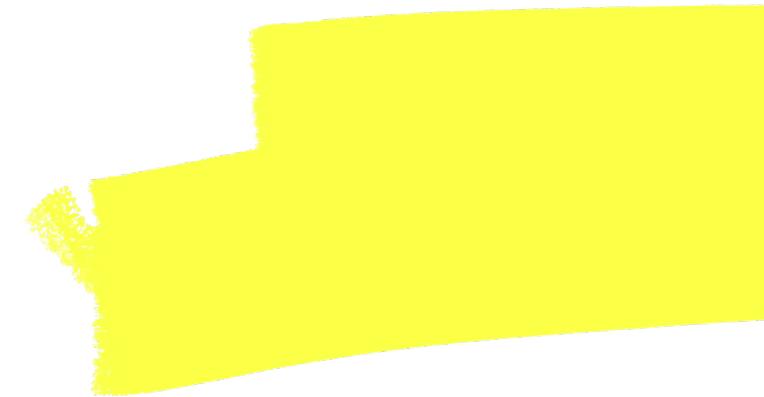
Trust Strategic Objectives:

Core Strength - To ensure we stay true and strengthen our core mission (creating sustainable transformation in client's lives) our values and ethos in all we do. To retain and enhance Christ at the centre of our work. To be nationally known and locally loved both as a trusted partner and an excellent employer to our people.

Growth – We are committed to developing and growing current models of delivery that we know change lives and are financially viable. We will strengthen the financial foundation to allow growth and maintain safe reserves. And we will work at becoming nationally known and locally loved within our target audiences.

High Performing Culture – We will continue to develop and modernise internal processes, systems, procedures, and structures to ensure they are fit for purpose and future proofed. We will also invest in and develop our leaders. And finally, ensure we align closely the forecasting and actual performance outcomes.

Aims and Objectives

Aims:

The over-arching aim of the ICT is to deliver a secure and robust ICT infrastructure, with increasing levels of integration, driving effective and efficient working methodology and delivering mid-term commercial savings.

Since the previous version of the strategy, we have made good strides in several areas. We have employed a new Head of ICT, and this has enabled a more detailed plan to be developed. We have retained ISO27001, obtained Cyber Essentials+ and have introduced a vulnerability management system, which does regular scanning of our systems.

Objectives:

The key objectives of this strategy will be delivered through three channels:

- Cost-Effective ICT
- A Secure ICT Environment
- Develop a Digital Transformation Plan for Langley

OBJECTIVE 1: COST-EFFECTIVE ICT

WE WILL

- Deliver an ICT infrastructure and support model that meets Langley's needs while being value for money.

WE WILL ACHIEVE THIS BY

- Manage the ICT hardware and software life-cycle to ensure Langley has a modern IT estate that is cost effective.
- Review all third-party ICT solutions to ensure that they remain appropriate to Langley's needs.
- Review ICT support model to ensure it is a cost-effective solution to Langley's needs
- Move all solutions to Cloud-based infrastructure.
- Providing appropriate end-user training on ICT systems

MEASURES OF SUCCESS

- Langley ICT costs as a share of Langley revenue reduce year-on-year.
- Langley staff satisfaction with ICT systems is high/increasing
- On-premise server infrastructure reduced to zero by end 2027

OBJECTIVE 2: A SECURE ICT ENVIRONMENT

WE WILL

- Maintain a secure ICT environment that defends Langley against key threats

WE WILL ACHIEVE THIS BY

- Manage the ICT hardware and software life-cycle to maintain security support
- Monitor the ICT threat landscape and implement cost-effective solutions to address key risks
- Ensure staff are receive appropriate information security and cyber-security training

MEASURES OF SUCCESS

- Retain ISO27001 and Cyber Essentials+ accreditations throughout plan period
- Zero successful cyber-attacks on Langley ICT systems

OBJECTIVE 3: DEVELOP A DIGITAL TRANSFORMATION PLAN FOR LANGLEY

WE WILL

- Develop a long-term roadmap for Langley ICT systems estate

WE WILL ACHIEVE THIS BY

- Systematic review of current ICT environment and how it supports the operational business processes.

- Develop a long-term roadmap for Langley ICT systems estate

MEASURES OF SUCCESS

- A digital transformation plan in place and agreed by ET and board for Langley by end 2025
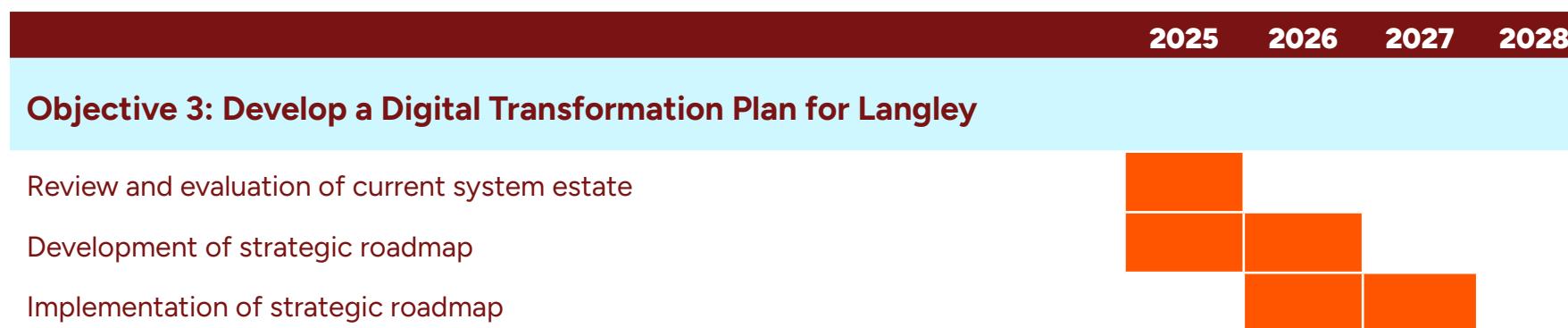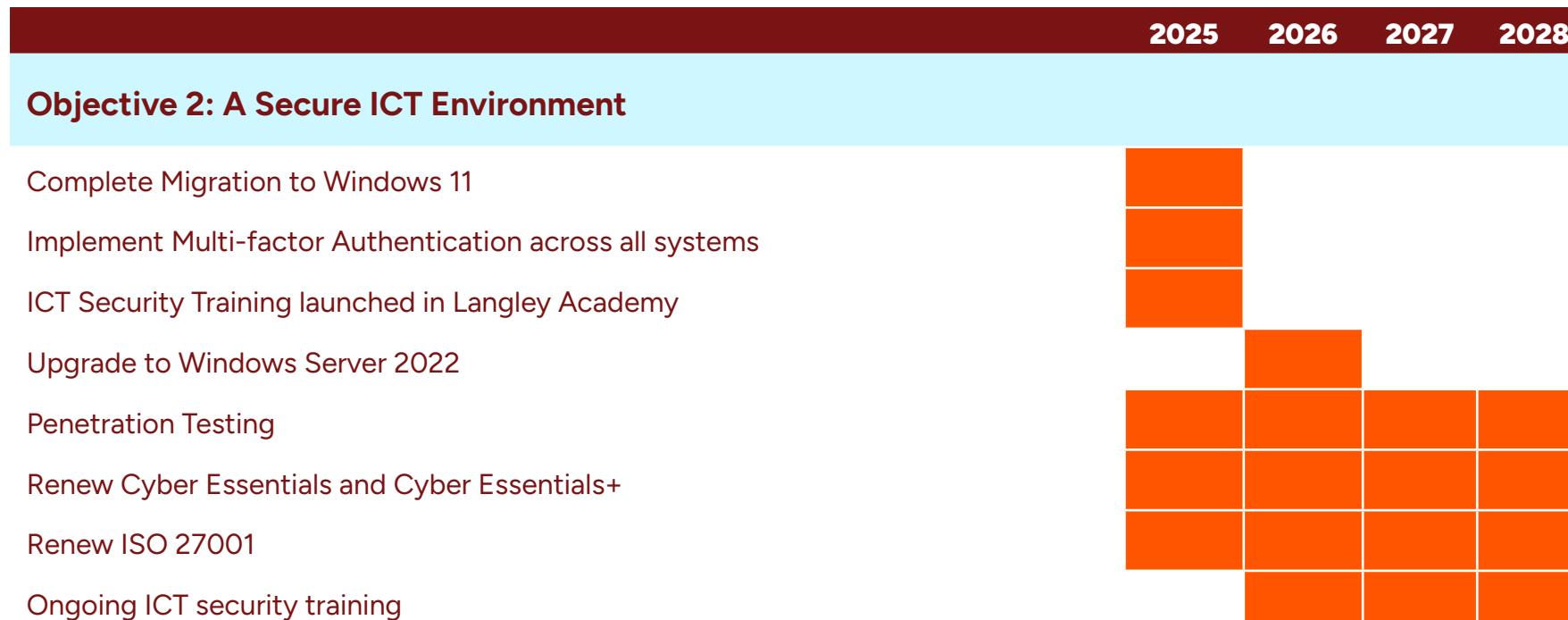
TIMETABLE

Some work streams will evolve from year one as follows:

	2025	2026	2027	2028
Objective 1: Cost Effective ICT				
Replace Forcepoint with Microsoft Defender	�			
Retender mobile phone contract	■			
Migrate VMware to Hyper-V for server virtualisation	■			
Retender and implement new network connectivity model		■		
Review IT Support model		■		
Migrate to Cloud-based server environment (Microsoft Azure)			■	
Ongoing negotiation of support contracts	■	■	■	■

TIMETABLE

Some work streams will evolve from year one as follows:

	2025	2026	2027	2028
Objective 2: A Secure ICT Environment				
Complete Migration to Windows 11	■			
Implement Multi-factor Authentication across all systems	■			
ICT Security Training launched in Langley Academy	■			
Upgrade to Windows Server 2022		■		
Penetration Testing	■	■	■	■
Renew Cyber Essentials and Cyber Essentials+	■	■	■	■
Renew ISO 27001	■	■	■	■
Ongoing ICT security training		■	■	■

	2025	2026	2027	2028
Objective 3: Develop a Digital Transformation Plan for Langley				
Review and evaluation of current system estate	■			
Development of strategic roadmap	■	■		
Implementation of strategic roadmap		■	■	

RISKS and RESOURCES

OBJECTIVE	RESOURCE	RISK
• Cost effective ICT	• Will primarily be driven using existing ICT Team resources	• Inflationary pressures may make cost reduction difficult to achieve • Migration to Cloud solutions changes the data risk profile of Langley
• Secure ICT Environment	• Will primarily be driven using existing ICT Team resources • External services and expertise to be brought in when needed	• Evolving external threat environment may result in increasing ICT security challenges and costs • A successful cyber attack seriously could damage Langley's reputation
• Develop a Digital Transformation plan for Langley	• We need an internal lead • Will need significant engagement from across the organisation • This may require external expertise	• Our desired transformation plan may not be affordable • We may not have the internal skills and expertise to progress a full digital transformation plan