



ICT & Digital Update

The emerging ICT Strategy

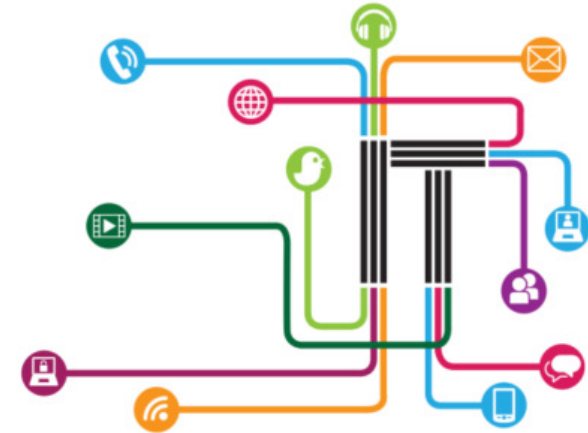
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Finance and Corporate Services Scrutiny Board

13th March 2019

ICT Strategy – current position

- Current strategy heavily focussed on the Kickstart programme and the introduction of the move to Friargate
- This included a focus on agile working through:
 - Greater adoption of Office 365 (SharePoint, OneDrive)
 - Introduction of a unified communication platform (Mitel)
 - Introduction of Follow You Printing
 - Greater use of Mobile phones



Corporate ICT Strategy

Version 1.6



ICT Strategy – what have we learned and what are we taking into the development of the new ICT strategy

- Current strategy heavily **technology led** – need to balance this better with service needs through **closer engagement**
- **Adoption** of new technology has been a challenge – need to be clearer in terms of the **support we are offering** to colleagues with regards to adopting new technologies and new ways of working
- Need to be able to better demonstrate how the technology can **support transformation and digitisation**
- As the organisation grows to depend on technology more, **availability and reliability** are crucial
- Whilst significant progress has been made in terms of legacy technology, there is still much work to be done on **modernisation** and **consolidation**
- **Cyber security & Data management** continue to be fundamental



Coventry City Council



ICT Strategy 2.0 – the vision

Coventry City Council-as-a-platform



“End-to-end interactions with us are as simple and streamlined as possible. Any process complexity is hidden from our customers and shared across our partners”

We will align with the Local Digital Declaration

The new strategy is being designed alongside the emerging thinking around One Coventry and the future savings targets

Our Digital Workforce



“Enabling a workforce which has access to the right tools to do its job and is confident in maximising the use and benefits of technology in its daily work.”

ICT Strategy 2.0 – key themes

Engage

- Re-establish **business partnering** with services to ensure ICT & Digital **empowers and enables** individual service business plans
- Working with partners and peers to share learning, platforms, solutions etc.

Optimise

- Ensure that the day-to-day operation and use of ICT is optimised in terms of **availability, resilience and performance**
- Technology consolidation, Service Level Agreements, Key Performance Indicators

Empower

- Ensure that our workforce has access to the right **digital tools and skills** to do their jobs in the most efficient way
- Digital skills, technology modernisation, data management & tools

Transform


- Support **a digital process revolution** across the organisation making the best, most innovative use of new technology
- Artificial intelligence, Machine Learning, Automation, Internet of Things

ICT & Digital Service – current position

- Restructure complete February 2019 – some recruitment still on-going
- Focussing on new service plan and Target Operating Model (these will link to the new strategy)
 - A target operating model states what it is we do (the services we offer) and how we will go about delivering them and importantly when the services are offered and supported.
 - This will also include a revision of our Service Level Agreement and Key Performance Indicators (KPI)
 - Current availability KPI focusses on “*outage*” only across our critical systems as below:

		QTR 1 18/19	QTR 2 18/19	QTR 3 18/19
Office 365	Email, OneDrive, SharePoint, Intranet		1	1
Internet	Access to the internet			
Network	Access to our network		1	1
Mitel	Telephony	41	19	5
Agresso	Finance	2	2	
Resourcelink	HR & Payroll			
Academy	Council Tax & Benefits		1	1
Care Director	Adult Social Care	1	2	
Protocol (LCS)	Childrens Social Care		1	
Xpress Elections	Elections			
CRM	Customer Service/Self Service			
		44	27	8

ICT Strategy – challenges and next steps

- Moving from “one size fits all” to worker profiles
- Greater definition of what is “digital” and how we drive it forward – working with partners like SOCITM
- User adoption & skills The logo for DIGIKNOW features three blue hexagons on the left. The top hexagon contains a white cloud icon, the middle one contains a white smartphone icon, and the bottom one contains a white tablet icon. To the right of these icons, the word "DIGIKNOW" is written in a bold, blue, sans-serif font.
- Resilience
- Security
- Alignment with One Coventry agenda and savings prioritisation
- Optimising our service so we can balance the wants and needs of the organisation with budget available

The ICT Strategy & Digital Strategy – complementary, but not the same thing

Digital Coventry

ICT Strategy = Coventry City Council based
Digital Strategy = Place (Coventry) based

Some Digital Strategy examples:

- Supporting driverless cars
- Internet (fibre) connectivity scheme
 - Local Full Fibre
 - City Fibre - Fibre to the Home
 - CSW Superfast Broadband
 - City Fibre connectivity to all GP surgeries
- City Centre Public Wi-Fi
- First public Wi-Fi at Godiva Festival
- Supported successful bid for WMCA 5G Urban Connected Communities programme
- Further deployment of Appy Parking
- Code Clubs at libraries
- Good Gym

Thank you

Any questions?
