ICT & Digital Update

Corporate ICT Strategy – 6 months in

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Finance and Corporate Services Scrutiny Board

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ICT Strategy – the principles of our vision

Coventry-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

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 – our key themes

Engage

- Re-establish **business relationship management** 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. Enabling wider, whole system issues to be addressed through greater collaboration and connectivity with partners.

- 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

OUR DIGITAL JOURNEY - BY NUMBERS

As of today:

Total number of Laptops active **4,860**

Total number of Mobile phones active **2,622**

Total number of files stored electronically OneDrive/SharePoint/network **42,000,000**

During the last 3 months of 2019:

Total number of emails received	10,400,000
Total number of emails sent	1,900,000
Total number of emails read	6,200,000

Total number of audio calls (Skype)	430,000
Total number of video calls (Skype)	410
Total number of instant messages sent	115,000

Total number of cyber threats blocked **48,000,000**

ICT Strategy – what is happening

The delivery plan for the ICT Strategy is the ICT & Digital Service Plan. This contains all of the key activities that ICT & Digital are undertaking to deliver upon the strategy.

Some examples of the activity which we will go on
to highlight include:

- DigiKnow
- DigiBot
- 8x8 Chat for ICT Service Desk
- Smart Lockers
- Service stability
- Internet of Things/Data
- An enabler for Digital First

ICT & Digital Service Plan 2019/20

Title	Why	How	ICT Strategy theme(s)	Council Plan Ref(s)
Technology consolidation & modernisation (ICTSP1)	As an organisation we use a large number of different types of technology; be that systems, servers, desktops/laptops, networking technologies or mobile devices. Our technologies range from the very old to the very new and are based on varying architectures and platforms. It is very costly for the organisation to support this amount of varied technology and also stops us from being as efficient as we can as an ICT service. We need to review these technologies with an aim to consolidate down where we can, pushing for the maximum amount of benefit from the technologies that remain. The remaining technologies will also need to have plans to ensure they are resilient and kept up to date to meet the growing demands of the organisation.	Review our technology estate and proactively look to consolidate where possible with a target of increasing efficiency for the end user and reducing the corporate spend on technology support. For the technologies that remain ensure that each have resilience plans and roadmaps for upgrade which are proactively monitored and maintained. Engage with users in their use of the technologies via the establishment of user groups (where practical depending on the size and use of the technology). We should also proactively look for opportunities of consolidation across the West Midlands Combined Authority region and continue to build on our partnerships with CWPT, UHCW, WIG, WMG, City Fibre, UKBIC and the Universities.	Optimise Empower	Delivering our priorities with fewer resources Making the most of our assets

	What	Sponsor	Measures
	• Database instance/host consolidation • Mapping of enterprise architecture • Server operating system/stack consolidation • Network infrastructure modernisation • Consolidation of number of physical (and unsupported) networks • Upgrade all core systems to be no further than one release away from current • Standardise our End User device offerings	• Dharmesh Mistry • Adam Simmonds • Dharmesh Mistry • Sat Dhillon • Sat Dhillon • Ollie Burnett • Jas Sandu	• Reduction in the number database instances/hosts (current position: 54 instances across 21 hosts) • Delivery of a fully documented enterprise architecture for the ICT & Digital estate • Reduction in the number and type of server operating systems and stacks (current position: 472 OS versions 5 stacks) • Reduction in average age of network kit and operating systems (current position: average age 7 years, 22 OS versions) • Reduction in the number of physical networks, those that remain are in corporate support (current position 4 networks) • Reduction the number of core systems that are more than one version away from current release (current position 9 out of 29 core systems more than on release away from current) • Reduction in the number of types (and versions) of end user device in support (current position 6 types of end user device in support)

Title	Why	How	ICT Strategy theme(s)	Council Plan Ref(s)
Digital innovation Digital Coventry (ICTSP2)	The ICT and Digital industries move at an incredible pace. It is essential for any modern organisation to make sure that they are keeping up with the pace of those changes and making the right technology decisions and choices. We need to start pushing the boundaries on some of the traditional ways in which we view technology and data and how we deploy, develop and support these. Supporting the Digital Coventry strategy, we need to be able to encourage the development of Coventry as a modern and forward-thinking place to live, work and do business based on a strong digital offering. This will include working closely with other organisations within the city and third parties to support initiatives such as (but not limited to), public Wi-Fi, driverless cars etc.	Continually review the ICT & Digital marketplace and industry keeping up to date with all of the latest developments with a view on how they might bring efficient technology opportunities to the organisation. This includes, but is not limited to Robotic Process Automation, Artificial Intelligence, Machine Learning and Open Data. Seek to push the boundaries and challenge the norms in how we implement, consume and deliver ICT and Digital services. This should support the work taking place within the directorates, in line with the Digital Coventry Strategy, to enhance the digital offering of Coventry as a place to come and live, work and do business.	Engage Transform	Globally connected Promoting the growth of a sustainable Coventry economy

	What	Sponsor	Measures
	• Supporting the 5G programme including testbeds and accelerators • LoRaWAN (IoT network) pilots • Travel Assistant 2021 • City of Culture readiness • Internet exchange feasibility study	• Adam Simmonds • Adam Simmonds • Gary Griffiths • Gary Griffiths • Adam Simmonds	• Demonstrable progress made on plans for the delivery of 5G testbeds and accelerators within Coventry • Delivery and evaluation of LoRaWAN pilot projects • Demonstrable progress made on the delivery of the Travel Assistant 2021 programme • Demonstrable progress made on the support to the City of Culture programme especially ticketing and digital infrastructure • Feasibility study completed evaluating the possibility of an Internet exchange being established within the region

Title	Why	How	ICT Strategy theme(s)	Council Plan Ref(s)
	As an organisation we collect a lot of data in a lot of disparate systems. The data sets often remain in isolation within those system. We need to tap into the power of this data and what it is telling us as an organisation. We need to start to explore the building corporate data sets that are created from a combination of federated, merged...	Provide tools, technology, platforms and skills to develop and support a resilient and robust data architecture and environment for the organisation. This should include a focus on Open Data linking into our Internet of Things innovation. This should support corporate data reporting and integration...	Engage Empower	Managing performance and measuring...

ICT Strategy – DigiKnow

Digital Skills framework launched

Employee skills support delivered through:
- Webinars
- Tutorial videos
- Bespoke support
- New DiGiBot chatbot
- Over 100 DiGiKnow agents across the organisation offering support on digital skills in their services

What's next:
- Expanding the DiGiKnow brand to look externally at how we might support citizens with digital skills when they are in contact with a council service

ICT Strategy – DigiBot

DigiBot is the Council's first ever chat bot and our first delve into the world of Artificial Intelligence.

It's an automated facility that allows you to ask a question to the 'bot' in relation to a subject and you will be provided with an immediate response, which is provided from a database of answers.

'DigiBot' was developed in-house and is currently trained to answer questions specifically relating to Microsoft Teams and OneDrive at the moment.

So far DigiBot has answered over 300 user questions

What's next:
DigiBot was designed to be expandable and therefore, once bedded in within ICT & Digital we will look how it might serve other services on the Intranet and then also public facing on the website

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TIME TO UPGRADE

Agresso changes
Be aware of some disruption to services

Let's Talk
Your chance to talk to our senior leaders. Book your place now.

Coventry City Council

Tell us what you think about a proposed Temporary Accommodation Charging Policy in Coventry

Temporary accommodation charging policy
Have your say

ONE COVENTRY

One Coventry
Help develop our One Coventry approach

Today's news

News   ⏱ 9 minutes ago
News   ⏱ 9 minutes ago
News   ⏱ 9 minutes ago
News   ⏱ 21 hours ago

Start saving now with go CV

COVENTRY GODIVA FESTIVAL
3-5 JULY 2020

HOLOCAUST MEMORIAL DAY TRUST STAND TOGETHER
Monday 27 January 2020
Broadgate 11.45am
www.coventry.gov.uk/hmd

A big 'thank you' to Friargate staff

The Positive Choices service, along with the young people and families it supports, would

There's lots on offer with Go CV

There are some great offers with Go CV - so make sure you've registered your card.

Dates and ticket prices for the Godiva Festival announced

Coventry's flagship Godiva Festival will return to

Broadgate hosts Holocaust Memorial Day 2020 event

Coventry's Holocaust Memorial Day event takes

ICT Strategy – 8x8 Chat for ICT Service Desk

'Chat' allows you to interact with the Service Desk and the team of User Support Analysts.

It can provide a speedier response to your enquiry (removing the lengthy delays that can sometimes take place during an email interaction) or when making a phone call to report an issue if the lines are particularly busy.

Analysts will be available to chat with you Monday – Friday from 10am – 4pm. It is really straightforward and simple to start a chat.

'Chat' went live 10th February and within the first three weeks served 40 customers.

What's next:
'Chat' is delivered by the 8x8 telephony solution which is also used in the Customer Service Centre. Once bedded in internally we will be looking at how we make 'Chat' available for customers on our website
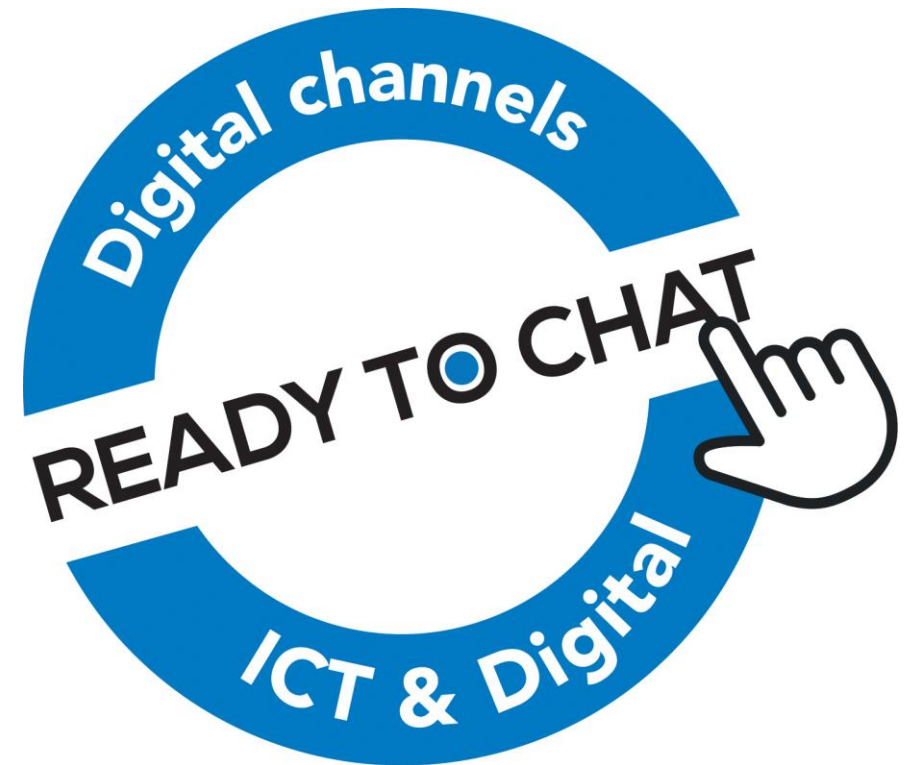
ICT Strategy – Smart Lockers

Three types of Smart Locker have been procured and will be live in Friargate in March 2020. There will be a click and collect locker for new starters to pick up their new kit, a loan locker for users who need a laptop, powerpack or HDMI lead for a day and a locker that users can collect replacement keyboards, mice and other peripherals with a swipe of their ID badge.

This will offer an improved user experience as users will no longer need to raise a ticket to replace broken or to loan equipment. Additionally new starters will not need to book an appointment providing flexibility as to when they can collect their kit.

What's next:
Following a settling in period where processed are reviewed and updated for managing the lockers, it is planned to deploy the peripheral lockers in strategic locations across the city. Additionally other use cases will be considered, for example parcel deliveries in to Friargate.
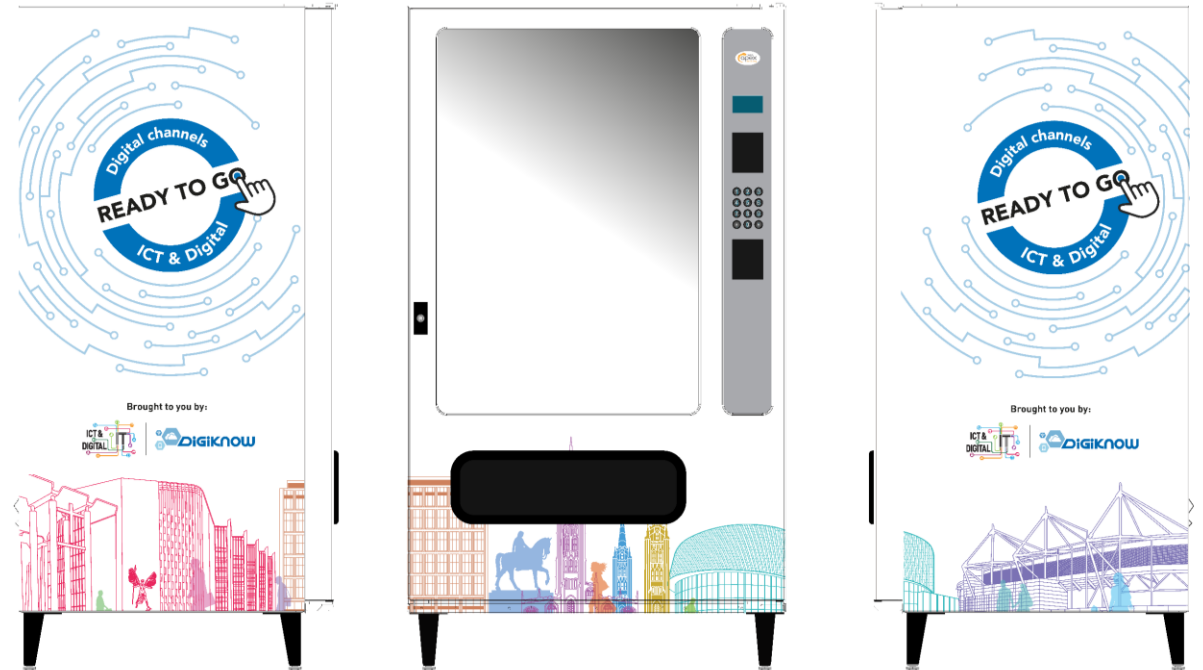
ICT Strategy – Service stability

Stability and availability of our core systems* is essential to the day-to-day running of the organisation and also our transformation programmes.

Significant improvements have been made in our stability – measured by a significant decrease in the number of major incidents logged against our core systems.

In 2018/19 we had a total of 84 major incidents.
In 2019/20 (to date) we have had 22 major incidents.
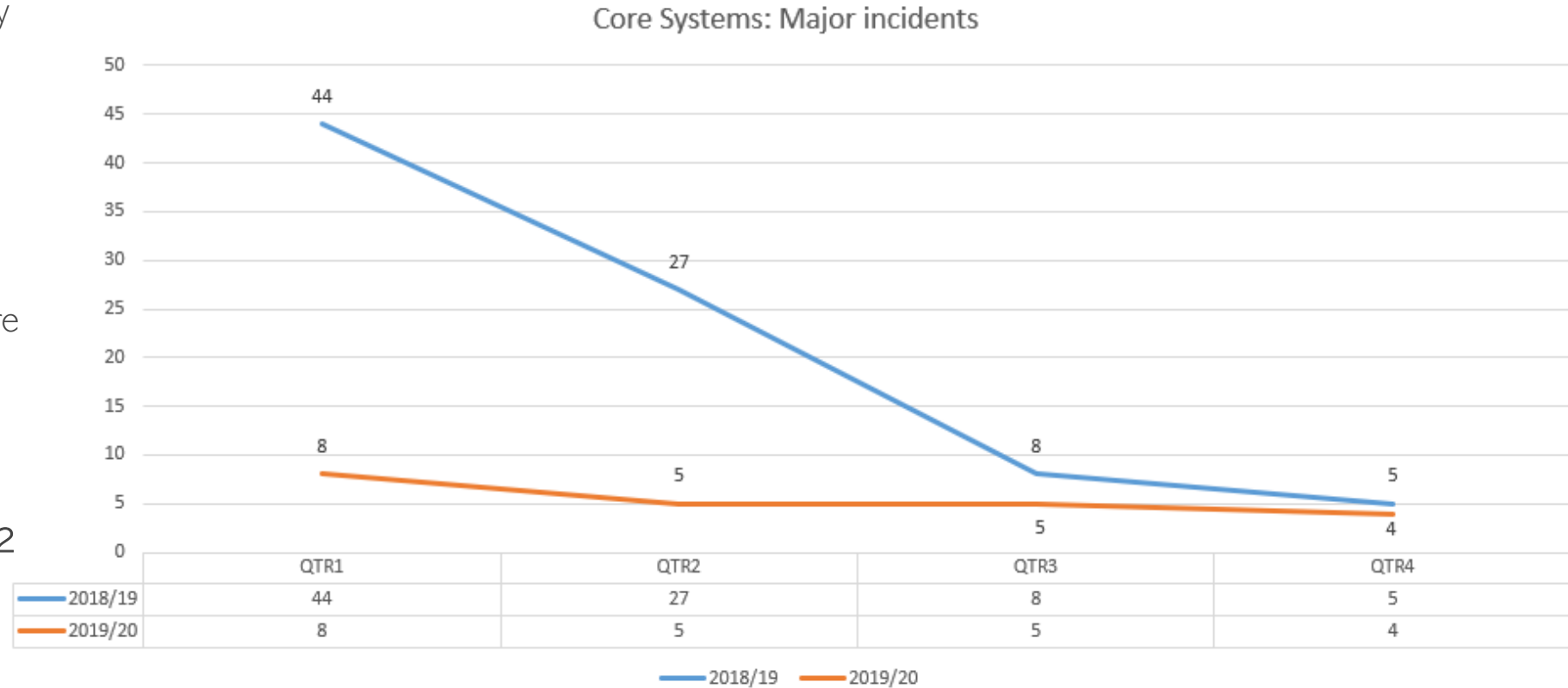
What's next:
Work is ongoing to increase stability further and also looking at how we can better measure system "uptime"

Core Systems: Major incidents

	QTR1	QTR2	QTR3	QTR4
2018/19	44	27	8	5
2019/20	8	5	5	4

*Core systems are:
Email, OneDrive, SharePoint, Intranet
Access to the internet
Telephony

Finance
HR & Payroll
Council Tax & Benefits

Adult Social Care
Childrens Social Care
Elections
Customer Service/Self Service

ICT Strategy – Internet of Things/Data

Gateways on council buildings using fibre to access the cloud

Free to use for education and low volume users
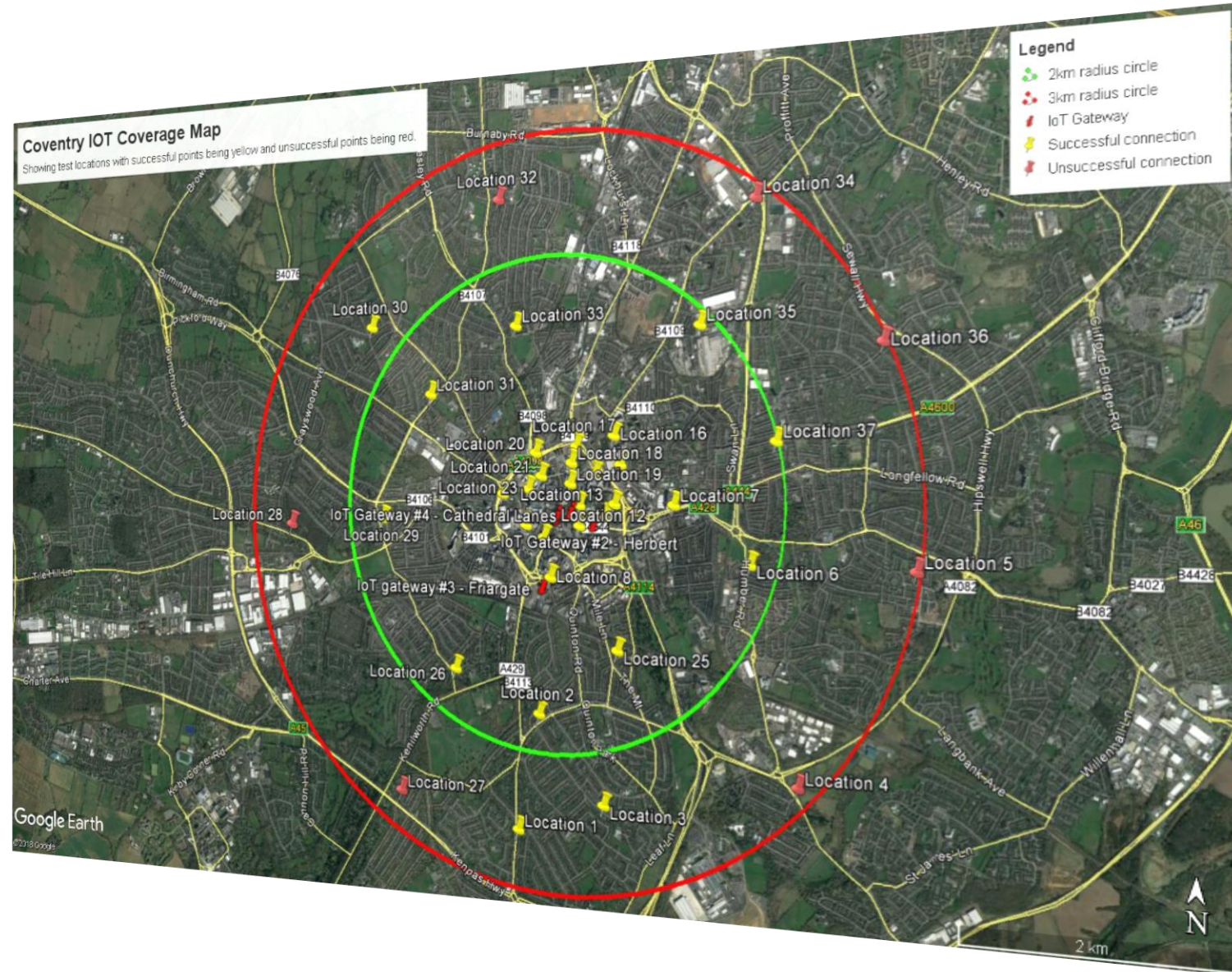
Low power sensors

Coventry use cases

Pest control

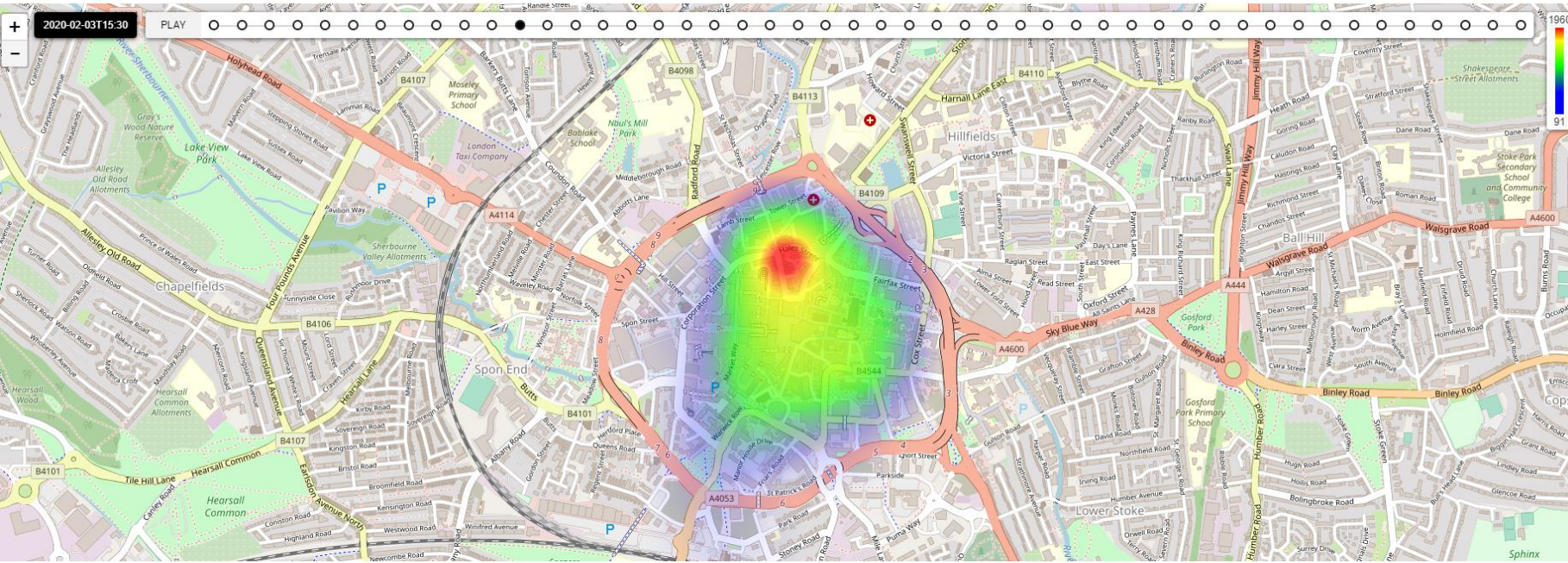Air quality sensors

Smart bins

Coventry IOT Coverage Map
Showing test locations with successful points being yellow and unsuccessful points being red.

Legend
2km radius circle
3km radius circle
IoT Gateway
Successful connection
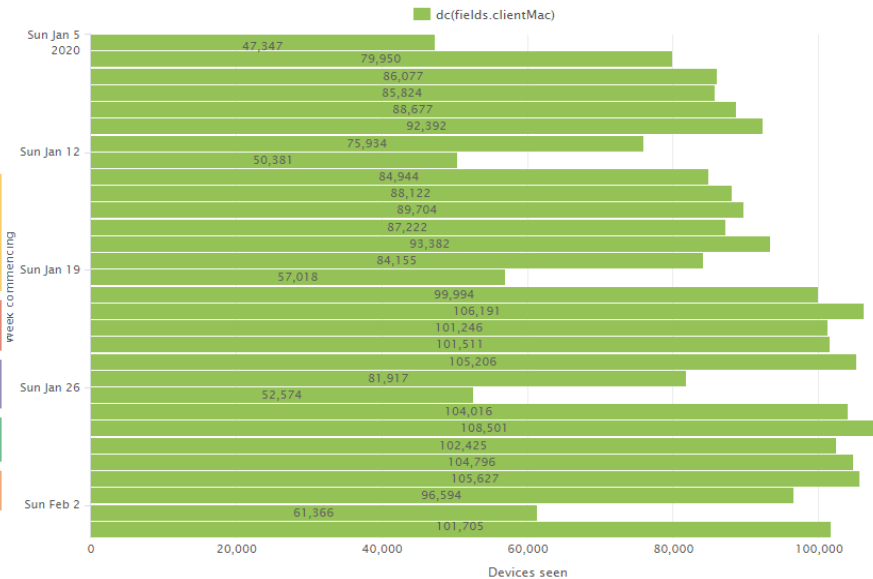Unsuccessful connection

ICT Strategy – Internet of Things/Data

Footfall heatmap for the last 24 hours

Footfall

- Part of the public Wi-Fi

- Wi-Fi enabled devices are detected

- Journey tracking
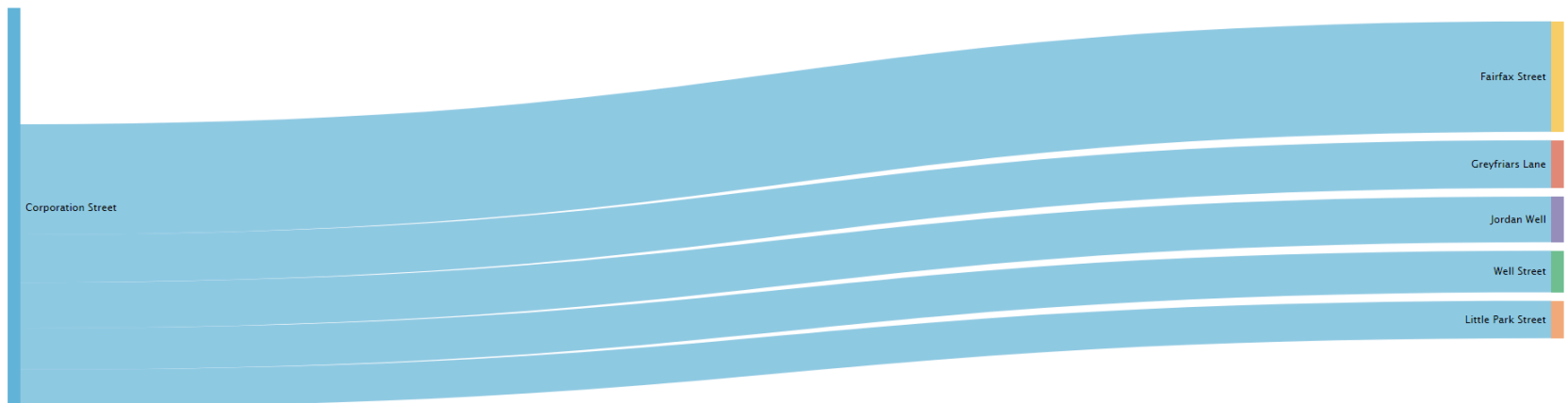
ICT Strategy – Internet of Things/Data

Our Data Warehouse

Currently processes **850m** records of data each night covering data from
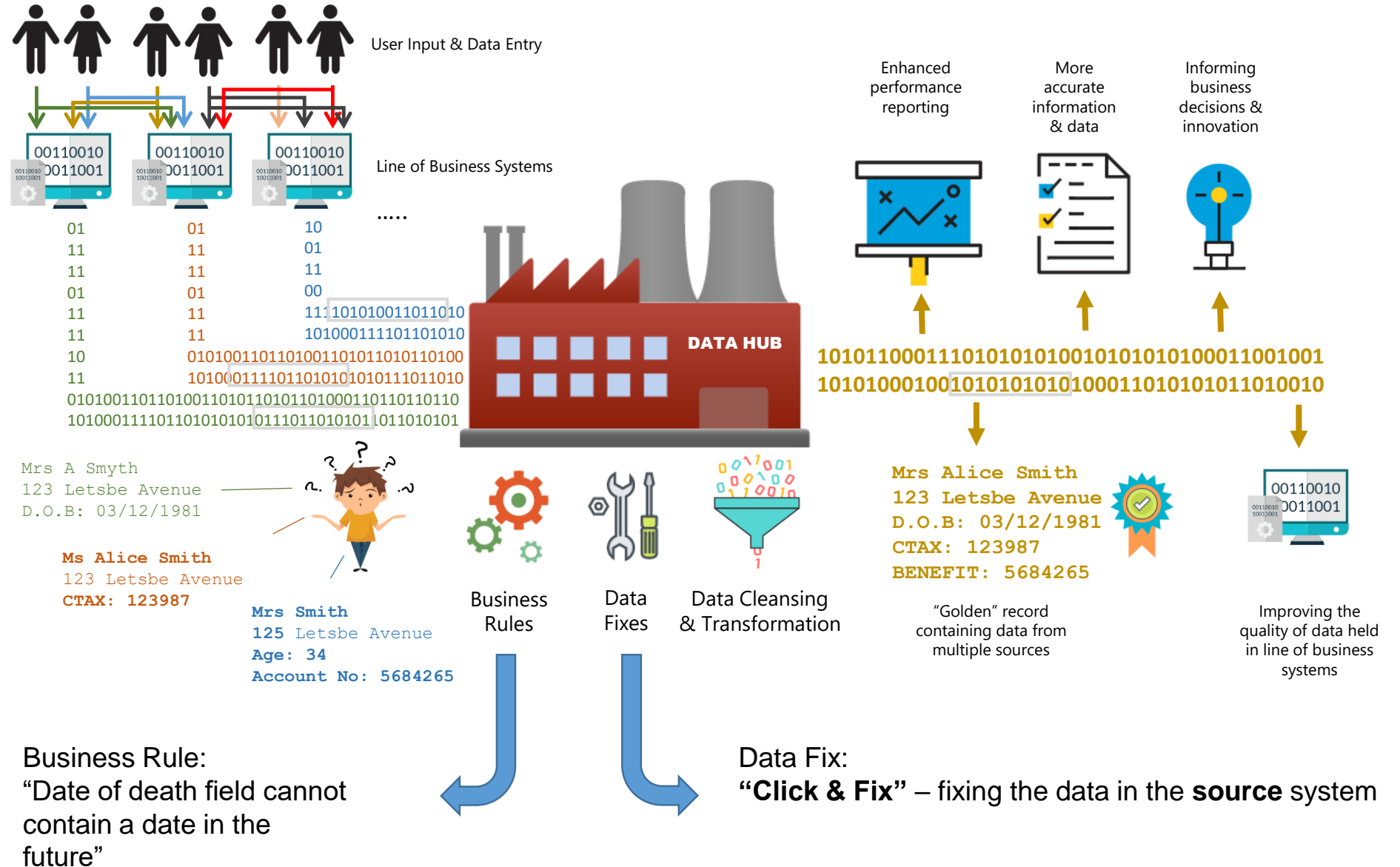- Adults Services
- Finance
- HR
- Property
- ICT
- Insight

We run over **6000** business rules against this data each night

Next steps:
Data Warehouse continues to be developed.

We are developing a Data Strategy for the organisation which will sit as part of our Digital Coventry Strategy

User Input & Data Entry

Line of Business Systems

.....

```
00110010
10011001

00110010
10011001

00110010
10011001
```

```
01    01    10
11    11    01
11    11    11
01    01    00
11    11    11101010011011010
11    11    10100011110110100
10    0101001101101001101011010110100
11    10100011110110101010101011011010
0101001101101001101011010101011011011010
10100011110110101010101110110101011011010101
```

```
Mrs A Smyth
123 Letsbe Avenue
D.O.B: 03/12/1981

Ms Alice Smith
123 Letsbe Avenue
CTAX: 123987

Mrs Smith
125 Letsbe Avenue
Age: 34
Account No: 5684265
```

Business Rules

Data Fixes

Data Cleansing & Transformation

DATA HUB

Enhanced performance reporting

More accurate information & data

Informing business decisions & innovation

```
1010110001110101010100101010101000110010010
101010001001010101010100011010101011010010
```

```
Mrs Alice Smith
123 Letsbe Avenue
D.O.B: 03/12/1981
CTAX: 123987
BENEFIT: 5684265
```

"Golden" record containing data from multiple sources

```
00110010
10011001
```

Improving the quality of data held in line of business systems

Business Rule:
"Date of death field cannot contain a date in the future"

Data Fix:
"Click & Fix" – fixing the data in the **source** system

ICT Strategy – An enabler for Digital First

Online Service Reviews:

- Full programme of services redesign being worked up, in the meantime…
- Reviewing the look and feel of our website – making the search bar more prominent
- Reviewing when and why we ask customers to login or create an account to make it easier to contact us
- Looking at end-to-end journeys for our waste and street-scene services

Elected Members are a fundamental part of our Digital journey.

We want to ensure that Elected Members have the right digital tools, skills and support to help you undertake your role.

We are doing this by:
- Continually reviewing and assessing the type of digital equipment available to you
- DigiKnow and reviewing Members Induction
- The Digital First programme is looking at delivering a Members Casework Tool/App
- Upgrading and looking to make improvements to ModernGov

Digital services will:

> improve our customer experience

> be easy to access and use

> be reliable

> promote digital inclusion

> maximise opportunities to provide end to end solutions

> become our primary contact method

> keep data securely and use it ethically

We will implement digital solutions:

> that enable our workforce to achieve and improve productivity

> that deliver better outcomes for our customers

> where it reduces revenue cost or enables income generation

> where it streamlines processes and replaces manual functions to drive efficiency

OUR DIGITAL JOURNEY – NEXT STEPS

QTR 2 2020/21
- Revenues & Benefits Automation
- Planning pre-application Self-Service
- Service Design Mobilisation
- Public litter bin IoT sensors
- Pilots with RPA in Commercial Waste

QTR 4 2020/21
- GoCV Mobile App
- City of Culture & legacy
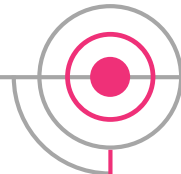- Increased 5G network deployment

QTR 1 2020/21

QTR 3 2020/21

2021/22…

QTR 1 2020/21
- Contactless kiosks
- Webchat soft launch
- New facilities management system
- AR at War Memorial Park
- Microsoft Teams deployed
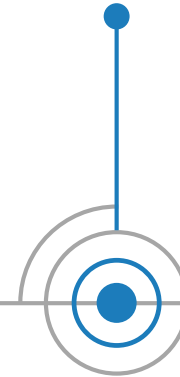- Staff App
- New parking system

QTR 3 2020/21
- Self-scan
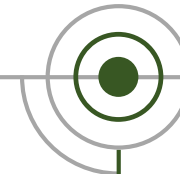- GoCV website v2
- Digital Strategy refresh inc. Data Strategy

2021/22…
- City of Culture & legacy
- New Planning System
- Ongoing Digital Transformation
- Continuing to explore opportunities with Data

Thank you

Any questions?