

Digital Transformation Strategy Progress Tracker 2017/18 & 2018/19		Status	RAG	Delivery Date	Notes
Flexible and Resilient Infrastructure					
2017/18					
Upgrade the MS Exchange (E-Mail) infrastructure to split @low.gov.uk and @gcsx.low.gov.uk e-mail on separate servers.	Complete			Jan-18	Complete and migration underway in line with purchase of licenses
Implement Active Directory Federation Services to allow secure, integrated access to cloud based services.	Complete			Nov-17	
Implement an e-mail solution that will allow the potential to access e-mail and calendar from personal devices.	Complete			Feb-18	
Exploit the Avaya technology to enable call forwarding to mobile phones and the ability to log into a work phone via an app on a smart phone.	Complete			Dec-17	
Continue to wireless enable council buildings and ensure any new premises include wireless by default	Complete			On-going	
Implement seamless, secure virtual private network (VPN) for Wi-Fi devices, allowing access to the corporate network from any location with Wi-Fi connectivity	Complete			Jan-18	Solution in place, roll-out in line with equipment replacement
Investigate the required configuration that will allow virtual machines to be operated from equipment not issued by the Council (VMWare)	Complete			Sep-17	Solution not required with replacement to Appgate
Roll-out new and updated equipment that meets the future needs of workers	Now standard BAU			On-going	Commenced in Oct 17
Investigate and identify options for cloud based solutions for existing business software systems	Now standard BAU			On-going	Every solution is evaluated for a cloud option when suitable
Deliver a solution for the relocation of the council's disaster recovery system in readiness for building release in March 2018.	In progress			On-going	Build complete, services being installed.
Roll out an equipment replacement programme	Now standard BAU			On-going	Commenced in Oct 17
Investigate the potential for the Aruba remote access solution as a replacement for Appgate	Complete			Jan-18	Solution in place, roll-out in line with equipment replacement
18/19					
Investigate the Avaya potential for audio and video conferencing, instant messaging and sharing a desktop screen during a conference call where there is a business need or remove this facility from the council's contract to further reduce telephony costs.	In progress				More effective option will be Skype for Business so this item will be retired
Continue to wireless enable council buildings and ensure any new premises include wireless by default	Now standard BAU			On-going	Wi-Fi is now standard allowing reduction in requirement for physical cabling work
Implement increased capacity and resilience on the corporate Wi-Fi network to support greater usage and reliance on the wireless network	In progress			Oct-18	Replacement of Wi-Fi equipment underway
Investigate cloud based solutions for existing business software systems	Now standard BAU			On-going	Cloud first consideration in all software purchases.
Upgrade and replace essential server requirements	In progress			On-going	Server replacement on-going but currently on-track
Continue to identify opportunities to share infrastructure, reduce costs and increase the resilience of systems	In progress			On-going	Continuing to progress work on joint IT services for OPS
Digital By Default					
17/18					
Undertake a new project supporting a new approach to managing website content included process redesign based on digital by default principles	In progress			Group being established.	Being delivered through 'Resource Pool' approach.
Rationalise website content so that only key transactions and important service information is available to the public	Now Standard BAU			On-going	
Rewrite wight.com to be designed as mobile friendly from the ground up supporting access from mobile devices and app type access to services	In progress			October 19 (beta)	Beta version of site is ready, currently working through further pages to ensure majority of site is mobile friendly before launching for public feedback.
Analyse customer contact across services to identify currently level of activity, channels being used and undertake other research to identify what the drivers are to customer behaviour and the tools and techniques that can assist with behaviour change towards a channel shift	In progress			On-going	On-going work and is looked as part of reviewing forms and processes.
Review current on-line transactions and rationalise to those that are a priority and most used, ensuring that their functionality and accessibility is improved for use by customers	In progress			On-going	New services regularly developed and digital by default approach applied
Launch electronic newsletters for enhanced communication	Launch June 2018			Jun-18	Pilot newsletter sent in June
Promote live streaming of council meetings as part of enhancing the digital offer	In test			Sep-18	wightinvest.com
Launch a new website supporting the regeneration programme and 'An Isle of Opportunities' projects.	Complete			Apr-17	Through website project
Identify volunteers who will come together to undertake a review of key business transactional processes using lean techniques to identify potential improvements and efficiencies that will underpin activities for 2018/19 and beyond	In progress			On-going	Engagement workshop as part of the website redesign project.
Explore the potential and identify options for the development of assistive technologies that promote independence	In progress			On-going	Capital bids approved for 18/19 to take some services forward
18/19					
Further roll-out of electronic billing processes reducing paper bills and invoices	Complete			Apr-17	Council tax e-billing launched for the 18/19 bills
Update the Customer Relationship Management (CRM) system interface to enhance two-way interaction with customers through electronic channels.	In progress			Sep-18	Updated version of My account due to go live in q3 18/19
Continued delivery of a programme of business process re-design for existing on-line services to ensure that full automation is secured wherever possible	Project established			On-going	Carry forward funding approved in April '19 following CMT approval for new project in March '19. Project being started and includes BPR as a key workstream.
When business processes are reviewed, service design principles will be created using the Government Digital Service standards and utilise lean thinking methodology as well as to seek customer feedback and involvement when designing new approaches	In progress			through to September '20	New website redesign project established, and agreed approach to develop with GDS
Explore the potential for an application programming interface to be developed that will allow other organisations to link with the council's website or app for communication purposes	Not started				Currently no call for this functionality so not a priority development area

Implement agreed options for the expansion of assistive technology	In progress		Funding approved for expansion in 19/20. Work undertaken to look at functionality such as AI, Webchat, Voice enabled devices that is shaping plan for roll-out.
Digitally empowered			
17/18			
Establish core competency levels and ensure that relevant training and support is in place for all staff to achieve a minimum level of competency	In progress.		Core competencies not defined however full online training purchased for access to all staff.
Share innovation and developments to encourage new ideas and to talk about the art of the possible.	Now standard BAU		Technology around iPads and BYOD provided however further work / training programme may be helpful.
Review the arrangements for the provision of information and services to elected members and staff, adopting our digital first approach to the re-design of these arrangements	In progress.		Work complete, software application not changing however migration to the cloud hosted environment
Implement Office 365 for e-mail, calendar and file storage facilities	Complete		Stories provided through the Vine and Managers conference, Agile Working programme being developed.
Investigate the future options for the council's business system, including the potential for a Software as a Service (SaaS) solution	Complete		Pilots underway in ASC and CS
Share stories of digital transformation, encouraging the sharing of fears, issues that arise through implementing digital change in order to learn lessons, create connections between people and increase confidence that challenges can be overcome	In progress.		Sep-17
Identify and commence working with groups of staff that are willing to trial new ways of working	Complete		Aug-18
Complete the upgrade and migration of the SIDEM parking management solution to be cloud hosted.	Complete		Mar-18
Complete the upgrade and migration of the Capita cash receipting system to be cloud hosted	Complete		Sep-17
18/19			
Establish a network of digital champions to act as advisors for change and to be available to assist those who are less confident and skilled in using technology to best effect	In development		Being included in a new Agile Working programme
Introduce digital knowledge sharing events including workshops, informal lunchtime learning and digital improvement events	Launch July 2018		On-going
Develop a toolkit for managers when designing and introducing digital processes or service reviews	In progress.		Change in approach agreed for multidisciplinary team to cover service design as well as training on digital tools. Being implemented in July '19
Undertake digital campaigns to encourage customers to make best use of iWight.com and key digital services	Now standard BAU		On-going
Continue to work with schools to ensure that technology is seen as part of everyday life and young learners are encouraged in its use both at home and school	Not started		Currently not developed. No significant demand to justify resource required to create a new service.
Continue to provide and promote adult learning activities for the development of digital skills within our communities	In progress.		Through adult learning centre.
Develop life and employment skills for working age residents not in work by inspiring them to develop the relevant skills to apply for jobs and to enjoy the benefits of life online	Work through ACL and part		On-going
Continue to develop the role of libraries in improving digital inclusion through training and support for local communities	In progress.		On-going
Data Intelligence			
17/18			
Cleanse the CRM system in readiness to establish a more robust source of customer information and establish mechanisms for data entry controls	Delayed to August 2018 due to GDPR		Supporting developments undertaken to reduce areas where duplicates can be added. High level cleansing done but full data cleanse in summer '19
Identify key data and information reporting requirements and priorities, identifying potential solutions for automation where possible	Complete	tbc	tbc
Assess the suitability of current platforms to deliver reporting requirements	Initial work complete		May-18
Develop understanding of all existing data collection and operational systems being undertaken across the council	In progress		May-18
Instigate a review of existing data quality controls and identify any improvements that need to be made	In progress		Lots of on-going work in individual teams but corporate standards need to be considered. Further work continues through IIG and ISG groups.
Develop and implement improvements in current corporate performance information and performance monitoring arrangements	Standard BAU		Performance management framework developed alongside new risk management frameworks. Further work required to
18/19			
Identify and consider options for the development of a council wide data warehouse system	Requirements being defined	n/a	New risk management system developed, minor updates on reporting routes completed. Overall system for Performance management needs to be purchased or developed.
Develop and implement automated routine key corporate data and information reporting requirements	In progress where possible	tbc	Implementing integration routes to ensure information is shared between systems rather than entered more than once, e.g. Uniform consolidating Flare, Accolaid and
Establish and provide options for the integration of data collection and operational systems where feasible or appropriate to do so and which minimises duplication of data	In progress where possible	On-going	Aconet.

Many of the activities under the Data Intelligence headings are defined following restructures of the Organisational Change Team recent establishment of the Organisational Intelligence team. A will be picked up as this team is established.

Continue to ensure that data quality is maintained and improved
 Deliver workshops that aim to improve data collection, integrity and analysis within services

On-going activities through a range of work. Individual systems being managed as well as broader processes corporately to manage data quality.	On-going
Addressed through GDPR	Not started