Committee report

Committee	**SCRUTINY COMMITTEE**
Date	**09 JULY 2019**
Title	**SCRUTINY REPORT IN RELATION TO 2018/19 ACTIVITIES IN THE DIGITAL AND ICT STRATEGY 2017-2020**
Report of	**DEPUTY LEADER AND CABINET MEMBER FOR RESOURCES**

SUMMARY

1. Following a report to the Scrutiny committee in July 2018 in relation to the delivery of a Digital and ICT Strategy this follow up report of activities detailed for the 2018/19 financial year.

BACKGROUND

2. The IT department has been delivering the Digital Transformation Strategy 2017-2020. Initial development of the strategy began prior to the 2017/18 financial year with high level work items detailed for each of the three years detailed.

3. The strategy is broken into 4 key themes:

    (i)   A flexible and Resilient infrastructure. Focussing on the IT infrastructure and tools within the authority to ensure they are stabilised and fit for purpose following a long period of previous underinvestment, followed by activities to ensure that the technology in use and available is fit for the future, whilst delivering best value for money.

    (ii) Digital By Default. Focussing on services delivered to our residents. This includes the requirement to redesign processes with the users at the heart of the process before working on digital solutions to deliver the improved services. It also covers internal processes for staff.

    (iii) Digitally empowered. Ensuring that there is appropriate training and support to give our staff, members and partners the skills to be confident in the use of and delivery of digital services.

(iv) Data Intelligence. This section is to focus on better use of the data and intelligence available within the authority to ensure support decision making and delivery of services.

UPDATES

4. The majority of items detailed for completion in the 18/19 financial year were completed as planned or are in progress where activities spanned financial years. This is detailed in appendix 2.

Key deliverables under each heading are summarised below:

4.1. Flexible and resilient infrastructure.

4.1.1. The most significant work in this area has been delivering the county hall agile working project. This has transformed the use of this building, with 1,000 users so far equipped with agile working equipment giving the ability to work from any location or council office. This has delivered efficiencies in working practices, greater use of buildings and is enabling the end of the lease on Enterprise house which will be a significant financial saving.

4.1.2. Alongside this council council SAP system has been migrated to be cloud hosted. This avoided £600k investment in hardware and has delivered a more resilient, better managed service. The authority has been used as a case study in using cloud services in this manner as a result. https://www.epiuselabs.com/isle-of-wight-success-story

4.2. Digital by Default

4.2.1. New services have been developed and added to the council website. These have included updated waste services, booking of town squares, new council tax services through the Northgate Citizen access portal. This has enabled some improvements and increase in use of digital transactions and users signing up to electronic billing for council tax.

4.2.2. A proposed project for the full rewrite of the council website was agreed in early 2019 and funding approved in April 2019. A new project has been established to deliver a completely new website during 2019/20. This will be based on Government Digital service standards and take best practice examples from across the sector when developing the website.

4.2.3. Further services such as a new payments platform, Gov.Pay, and message platform, Gov.Notify, which are both free to use services from central government will be implemented as part of this work.

4.2.4. Internally as part of the Agile working programme digital services such as Skype for Business, Sharepoint, Onedrive and Microsoft teams have all been implemented.

4.3. Digitally Empowered

4.3.1. As part of the Agile working programme new training packages and support have been implemented as part of the strategy. Additional funding was awarded that has allowed the establishment of a dedicated Agile Change team that are now established and will be rolling out dedicated support for staff.

4.3.2. ICT were awarded funding from the LGA to support investment in new training for cyber security threats that has been established and is being finalised.

4.3.3. Work has continued through facilities such as the One-Stop-Shop in county hall and other facilities to ensure that there is simple access to digital services for the public, with support available where required for those that need additional help.

4.3.4. Further work is being delivered through the Website redesign project in the area of digital service redesign as part of delivering a completely new website.

4.4. Data Intelligence

4.4.1. Work in this area from ICT has focussed on provision of new tools to support greater use of data within the authority.

4.4.2. PowerBI is a data visualisation tool that is part of the Office365 project. This has been investigated and will become the tool of choice for data visualisation.

4.4.3. There is progress on greater integration of data between systems to reduce duplication and move towards a single customer record. For example the integration of the property gazetteer into the Council tax system for consistency on address data.

4.4.4. Overall good progress has been made against agreed objectives. As well as this a range of other work has been completed by the ICT services during the period ensuring services remain effective and value for money is maintained.

4.4.5. Examples include the in-house development team writing a new risk management system which has enabled savings through software maintenance contracts and delivered a more user-friendly system.

4.4.6. Business continuity arrangements were tested with the full power outage in late 2018 and disaster recovery plans updated and enhanced as a result.

4.4.7. Sharepoint has been implemented as an information sharing platform between various council departments and all Island schools.

4.4.8. Work has continued to explore opportunities for joint services across the public sector as part of the One Public Service programme.

4.4.9. The biggest project for the coming year will be the full rewrite of the council website. Whilst developments and improvements have continued throughout 2018/19 a new project was agreed and funded in April 2019 and is currently in early stages. This will develop and deliver a completely updated council website to be delivered through 2019/2020.

4.4.10. Through this year the next iteration of the Digital & ICT Strategy will be developed to cover the following 3 years detailing a technology and digital roadmap from 2020 onwards.

APPENDICES ATTACHED

5.   Appendix 1: Digital Strategy 2017-2020.
     Appendix 2: Progress Summary document.

Contact Point: Gavin Muncaster, Strategic Manager for ICT, ☎ 821000
                    e-mail *gavin.muncaster@iow.gov.uk*

CLAIRE SHAND	CLLR STUART HUTCHINSON
Head of resources	*Cabinet member for resources*