



APPENDIX 1

Digital Transformation

September 2021

Digital by Default Citizen Services

“Digital Services so good that
people prefer to use them,
while not excluding those
who can’t”



Digital by Default / Digital Citizen

The project continued to take the Council's Digital Services offer to citizens forward leading up to April 2020, delivering the anticipated improvements discussed at previous Scrutiny Committee, together with a number of additional outcomes.



- Website Redesign and launch
- Councillor Account – proof of concept
- Integration of Revenues and Benefits services in MyAccount
- Revenues and Benefits electronic billing
- Flu vaccination booking
- Adult Social Care referrals
- Childrens Social Care referrals
- Upgrade of Committee Management
- Foster Carer recruitment
- Accessibility improvements

Digital by Default / Digital Citizen

During 2020 and 2021 the priority of the programme switched to rapid enablement of emerging citizen, business and community needs in response to Covid 19.

The Foundations of the previously delivered capabilities dramatically increased the Council's ability to respond to urgent pandemic response needs.

118,000 Registered "MyAccounts"

98 new or amended Digital Services, including;



- Registration Services
- Community Response Hub
- Derbyshire Beacon of Hope
- PPE Management
- Food Voucher Referral
- Retail Discount Schemes
- SENCO
- Democracy Processes
- Multiple business grant schemes
- Multiple citizen benefits
- In service covid adaptations
- Digital exclusion school device provision
- DALs Learning and Skills portal
- Holiday food and activity offer
- Home to school transport
- Waste services covid response services
- Taxi driver grants
- Track and Trace services
- Isolation payments
- Christmas pub grants
- Restrictions / Lockdown grants
- Sharepoint staff account
- Working from home support
- Death of Senior Figure process

Digital Workforce

“Mobile, Agile, Paperlite and
Collaborative working for the
21st Century”



Delivered So far...

With the Digital Workforce foundations already in place, the Council were quickly and decisively able to respond to the dramatic change in operations resulting from Covid, while still completing safe migration from old to supported technology

- Rapid enablement of Social Care and key workers immediately following lockdown
- Moving all Council Officers to remote working technology
- Restoration of democratic process through online and broadcast technology
- Deploy hybrid meeting tech to all meeting facilities
- Near 100% migration from legacy to skype telephony
- Moved all 3500 users in Council and Derby Homes from Windows 7 to Microsoft 365
- Rapid deployment of 2000 new mobile and agile devices (Laptops, Smart devices)
- Transferred and upgraded over 300 Business Applications
- Deployment of devices to schools and disadvantaged learners
- Enabled to Council to continue to operate through lockdown and Covid
- Integration of collaboration technology with key partners in NHS, Council's and 3rd Sector
- Wide spread training and skills development
- Significant reduction in Council's Carbon footprint through reduced travel, commute and print
- Significantly accelerated the entire workforce to modern digital working



Digital Connectivity

“Providing secure and
compliant connectivity
networks for today and the
future”



Digital Connectivity

Despite the challenges of the pandemic, the transformation of Digital Connectivity has continued at pace

Achieved during 2020/21



- ✓ Delivered high resilience high performance local area network
- ✓ Enhanced resilient and performing wide area network
- ✓ Universal Wi-Fi to Council buildings
- ✓ Increased and Expanded Mobile Networks
- ✓ Shared Gov.Wi-fi across all public sector partners
- ✓ State of the art cyber defence improvements
- ✓ Supported expansion of City Fibre deployment across the city

Next Steps

Building on foundations, and
enabling the future

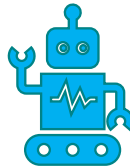


Digital Enablement of Recovery

Switching our strong foundation technologies and enabling approaches to digital enablement of the City Recovery programme, around new portfolios

Resilient Derby
Growth Derby
Green Derby
Vibrant Derby
Better Together
Working Smarter
Team Derby

Enabled By



Digital by Default Citizen Services
Digital Workforce Technology
Business Application Development
Finance Management System Transformation
Cross Partner System Integration
Artificial Intelligence
Sharepoint Records, Information & workflow
Future Networking
Smart City Technology
Information Governance

Digital Foundations

Maintaining the compliance, sustainability and security of the technology, whilst making emerging tech available for Council, Partners and Community

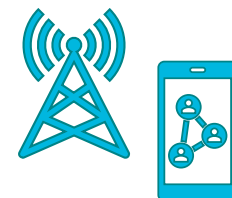
Digital Customer

- Better Together partner integration, intelligence and workflow
- Councillor Portal
- Expanding systems integrated with MyAccount
- Sharepoint and Internal automation
- Expanding citizen online services offer
- Website rationalisation and accessibility compliance



Digital Community

- City Fibre expansion
- Next Generation Connectivity (5G and enabling wider market entry)
- Digital Inclusion Technologies



Core Infrastructure & Cyber defence

- Core compute / Private Cloud / Public Cloud Re-commissioning
- Evolution of our cyber defences
- Development of our Information Governance readiness

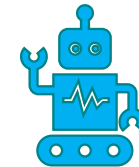


Digital Foundations

Maintaining the compliance, sustainability and security of the technology, whilst making emerging tech available for Council, Partners and Community

Service Excellence & Automation

- IT Automation and Self Service Development
- Applications and Commercial Contract Review



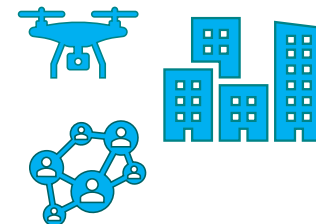
Digital Workforce – Phase 2

- Microsoft 365 Upgrade
- Teams replacement of Skype
- Unified Telephony
- Records Management rollout
- Digital Council Chamber
- Enabling “New Normal” council operations



Smart Cities

- City CCTV
- AI Service Delivery
- Emerging technology tracking
- Innovation with gigabit and next generation networks



Thank you



Derby City Council