



Digital Transformation

The Continuing Digital Programmes for our next challenges

Next Steps

**Building on foundations, and
enabling the future**

**“Digital Foundations
Programme”**

**“Digital Enablement
Programme”**



Digital Enablement of Council Plan

Switching our strong foundation technologies and enabling approaches to digital enablement of the Directorate Led Transformation programmes, around new portfolios

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



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

56

Active Projects

79

Horizon Projects

Actively Prioritised by Digital Enablement Board
“Things that matter most with our finite resources”

MTFP

Compliance

Council Plan

Improve Service

Non-Essential

Digital Enablers Programme

Some of the larger projects, key to Council Plan, Compliance, and MTFP

Financial Management System

- Modern and integrated Financial Management
- Joined up processes
- Maximised Automation
- Intelligence led Council

Adult Social Care Reform - Charging

- Charging Accounts
- Lifetime Care Accounting
- Self Service and Automated Needs Assessment
- Integrated partnership portals and accounts
- Automated processes

Revenues and Benefits Digitisation

- AI / Webchat customer engagement
- Improved and automated customer journey
- Digitisation of largest and most popular processes
- Process efficiency and modernisation

Smart City Service Leverage

- Integrated Health and Social Care
- IOT Healthcare and Public Safety
- Robotics and Artificial Intelligence
- City Infrastructure Management

Collaborative Solutions

- Low Code applications
- Co-development of solutions
- Re-use and free to use opportunities
- Automated processes

Digital by Default

- Citizen Account Further Development
- Councillor Portal
- Front of House Experience
- Waste management
- Corporate booking
- E-billing and communication
- Procurement portal
- Citizen engagement
- Smarter Working solutions

Digital Foundations Programme

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

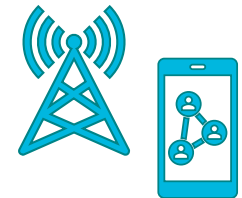
Digital Customer

- 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
- Supporting wider telecommunication upgrades in the city
- Next Generation Connectivity (5G and enabling wider market entry)
- Digital Inclusion Technologies and Approaches



Core Infrastructure & Cyber defence

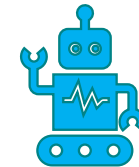
- Core compute / Private Cloud / Public Cloud Re-commissioning
- Continuous evolution of our cyber defences
- Development of our Information Governance readiness



Digital Foundations Programme

Service Excellence & Automation

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



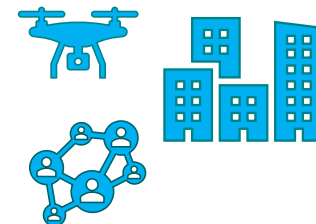
Digital Workforce – Phase 2

- Microsoft 365 Upgrade and Leverage
- MSTEams replacement of Skype and Legacy Telephony
- Customer Call Centre
- Unified Telephony
- Analogue Telephony Switch-off
- Records Management rollout
- Digital Council Chamber
- Enabling “New Normal” council operations



Smart Cities

- Super Connected City
- AI Service Delivery and Internet of Things
- Emerging technology tracking
- Innovation with gigabit and next generation networks



Thank you



Derby City Council