



Digital Transformation

12 March 2020



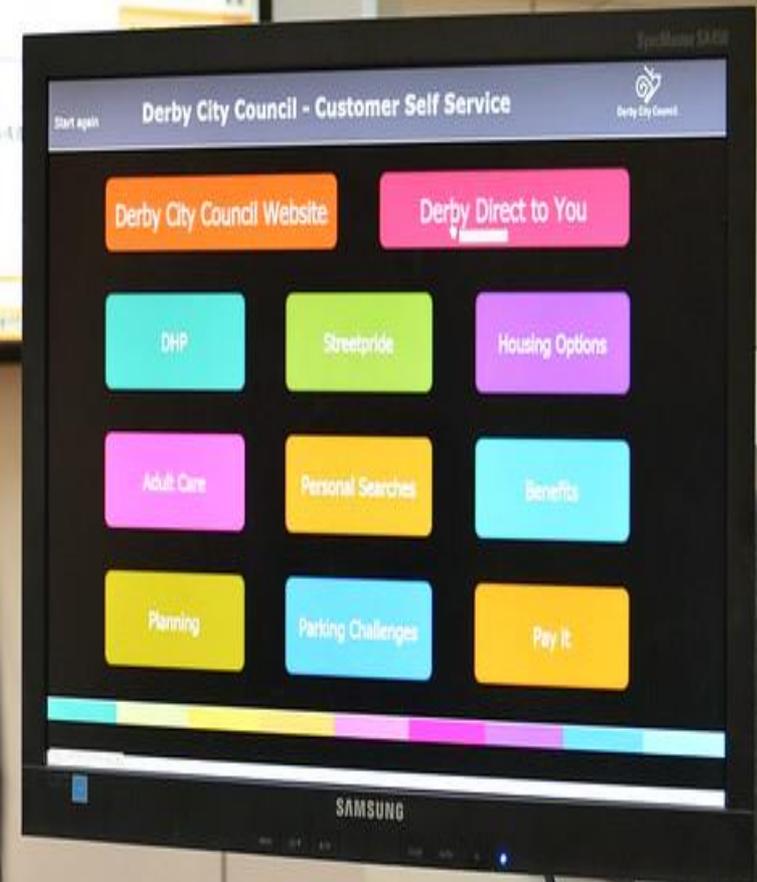
Impact & Direction

Andy Brammall

Director of Digital & Customer Management

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

To meet the emerging digital demands and expectations of the community, the Digital by Default project was commenced to deliver;

- ✓ All public services in one place and through a single secure account to manage relationships with the council
- ✓ Fulfil modern citizen digital service expectations
- ✓ Give citizens easy 24/7 access to services from any device or location
- ✓ Stay informed and engaged with the council
- ✓ Receive updates on service through to completion
- ✓ Enable end to end fulfilment in a single transaction, and digitally join up city and regional partners
- ✓ Provide assistance and facilities to citizens who can't use digital services to get the benefit from the new services and develop their digital aptitude
- ✓ Help the council reduce costs and protect services
- ✓ Release resource from administration to deliver complex citizen needs



Digital Pillars and Foundations

Build services that are self-service, automated, and fulfilled end-to-end without unnecessary human intervention

The project uses 6 key pillars to support delivery

- ❑ **Digital Innovation Centre** To join up all stakeholders in designing the new services, to high standard, and focus on outcomes
- ❑ **Prioritised Programme** To identify the things that matter most
- ❑ **Rapid Build & Consolidated Technology** To speed up the building of services, integrate and simplify, and remove duplication
- ❑ **Organisational Change** To ensure the organisational processes work in conjunction with new services
- ❑ **Community Behaviour Change** To help citizens understand and benefit from new services, and support them to do so.
- ❑ **Single Front Door & Assisted Digital** To remove duplication of face to face transactions, support citizens who need it, and prevent digital exclusion

Delivered So far...

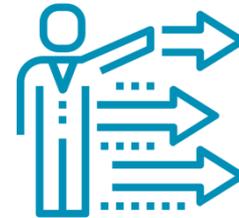
The project has been running since summer 2019 and has achieved a number of key outcomes



- Foundations: Digital by Default Standards
- Creating re-usable building blocks
- Agile and Iterative development approach
- New Citizen Account
- Citizen promotion campaign
- Staff flu vaccine booking management
- Fostering Recruitment
- Deployment of assistive technology
- Children's Social Care Online Referral
- Adults Social Care Online Referral
- Digital Handy Person service

Next for Launch...

The next iteration of deliverables are due to be complete by April 2020



- Website Redesign and launch
- Councillor Account
- Integration of Revenues and Benefits services
- Revenues and Benefits electronic billing



Continuing the Digital journey

Moving forward, the Digital by Default foundations and services will be the key enabler for services transformation with priorities based of the greatest opportunities for citizen service improvement.

Currently in view are...

- Citizen direct engagement and consultation
- Home to School Transport
- Special Education Needs (SEND)
- Adults Services Front Door
- Staff Account – Iteration 1, for Internal process automation, digital communication and records management
- Improve services with Webchat, Web-bots, Artificial Intelligence, Voice Assistant
- Open up new re-usable building blocks - Gov Pay and Gov Notify
- Assisted Digital review – to further improve citizen support and digital inclusion
- Realising opportunities of emergent priorities from the Change Derby programme
- Ongoing next iterations of services already deployed



Digital Workforce

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



Everything the 21st Century Worker needs on a single device, at any location, any time

Microsoft technology suite, alongside Skype for Business, will provide colleagues with secure, modern, flexible and connected devices

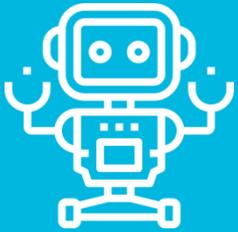


Providing...

- Unified modern communications
- Digital Team Collaboration
- Virtual meetings by default
- Multi-language translation
- Engage citizens face to face online
- Full video conferencing for all
- Secure data storage
- Data loss protection
- Seamless connectivity anywhere
- Field workers remain in the field
- Reduced civic building space
- Reduced travel cost and time
- Reduction in printing
- Reduced carbon footprint



Functional Leverage – Cultural Change



- Meeting virtually by default
- Collaborating online
- Travelling by exception



- Switching to multi-channel communications
- Presence checking and alerting
- Instant messaging communications



- Video calling and conferencing
- Working from the best, most effective, cheapest and most environmentally friendly location



Delivered So far...

The technical phase has been extremely complex, but has delivered a number of key outcomes



- Migration of all 5000 mail accounts
- Decommissioning failing infrastructure
- Moving 4000+ phone lines to digital ready
- Building the new software
- Creating advanced security
- Building “modern management” tools
- Skype enablement of meeting rooms
- Rollout ready public access services for libraries, community libraries, and customer centres
- Creation of support network
- Commenced Social Care rollout

What's next...

The next deliverables will see the technology adopted and leveraged across the Council and delivering for citizens



- Complete rollout to 600 Social Care professionals
- Commence rollout to Members, Senior Management, and Collaboration Officers
- Priority led rollout to all Council
- Inclusion of formerly non-IT users
- Functional Leverage – Getting the most out of the technology
- Service Redesign – change the way we work for citizens and maximize the benefits of the technology



Digital Connectivity

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



Digital Connectivity

To modernise digital connectivity, providing higher performance, always on, any location services.

By April 2020, delivery will include;

- ✓ Redesigned local internal network
- ✓ Enhanced wide area network to wider world
- ✓ Universal Wi-Fi to Council buildings
- ✓ Increased and Expanded Mobile Networks
- ✓ Shared Gov.Wi-fi across all public sector partners
- ✓ Improved resilience and performance
- ✓ State of the art cyber defence improvement
- ✓ Readiness for integration with emerging networks



Future Infrastructure

“Flexibly and intelligently
right-sourcing the Council’s
Computing and Storage in a
changing world”



Future Infrastructure



Emergence of Cloud infrastructure has provided the option for more flexible, resilient and increased value 'only pay for what you use' options.

Essential to success is a blended approach of the right technology, as it reaches the right level of maturity and value;

Hyper-Converged Infrastructure

During 2018/19 the majority of the Councils business systems have been moved to cutting edge 'Hyper-Converged' infrastructure on a 'Hybrid Cloud', affording the council unprecedented levels of flexibility and resilience, bringing costs under control and around £500K per annum saving.

Microsoft 365

as part of the Digital Workforce project, mail, and desktop based systems have been moved into the Azure cloud intrinsic to M365, similarly bringing costs under control.

Commodity Cloud

Backup and security services have been maintained in the Microsoft Azure cloud, for resilience and to quickly reconstitute services should a major incident befall the primary services providers.

Private Cloud

where appropriate and of value, applications which are adequately hosted by their provider are also employed, with appropriate provisions for resilience and security.

Zero 'On-Premise'

Legacy on-premise models will no longer be employed due low value, and the associated risks to continuity of onsite solutions.

Right-Sourcing / Hybrid Model

moving forward, the hybrid model will be managed to use a combination of the most appropriate sourcing from the options above, and similarly identifying emerging sourcing options as they become viable.

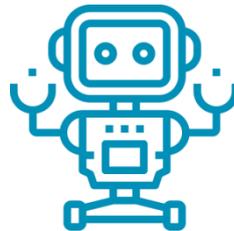


Other Digital Strategy Streams

As the current streams are delivered, focus will move to other key identified Digital Transformation streams.



- Intelligence Led Council
- Smart Cities



- Artificial Intelligence
- Robotics
- Drone Tech



- Application Right-sourcing
- Contract Review



DIGITAL WORKFORCE

Thank you



Derby City Council