Report of:	Meeting	Date	Item No.
Marianne Hesketh, Service Director Performance and Innovation	Overview and Scrutiny Committee	16 April 2017	5

Digital Transformation – Progress Update

1. Purpose of the report

1.1. To provide Overview and Scrutiny Committee with some background information about the progress that has been made around digital transformation within the Council to date.

2. Progress

2.1. Since the Digital Transformation Board was established in October 2016, the following projects have been completed.

2.1.1. Deployed a direct debit solution for green waste payments, saving staff and customer effort for future annual subscriptions.

2.1.2. Worked with the Citizens Advice Bureau to develop a digital hub at Fleetwood Market, to provide help on using the internet to members of the public.

2.1.3. Developed more online forms to the website to further the customer self-serve agenda.

2.1.4. Delivered the Council's new IT infrastructure, supplying efficient and stable IT to support Council requirements for the next five years.

2.1.5. Utilised Digital Champions. Training an individual in each service area and giving them access to their section of the website has allowed them to be able to update their pages quickly and easily themselves, freeing up time for the Web/Digital Officer.

2.1.6. Made further use of Social Media channels. Increasing the use of our social media channels allows the Council to share important information quickly with a wide audience. For example during the floods of November 2017 we were able to reach 99,000 people with key messages. Social media also provides the opportunity to promote events for free instead of producing costly printed documents.

2.1.7. Raised awareness of cyber security amongst staff, to help minimise the threats faced by cybercrime.

2.1.8. Roll out of the Public Access software within licensing, so that customers and partners can now search for licence holders.

2.2. A number of other Digital projects are also underway and will be delivered later this year. These include:

2.2.1. Implementation of the Modern.gov committee minutes system. Phase 1 of this project will replace the committee minutes functionality on the website, creating process efficiency savings and providing improved functionality to the public. Phase 2 (due in 2019) will roll out paperless working to Councillors, creating time and printing cost savings.

2.2.2. Deployment of Office 365 software

2.2.3. Upgrade to the Councils Civic Financials system

2.3. Projects on the Digital Strategy which are to be delivered over the longer term include:

2.3.1. Citizens Access Portal, to allow customers to create an account and self-serve. The system will be linked to other back office records as appropriate, saving large amounts of staff time within the revenues and benefits service, amongst others.

2.3.2. Replacement of the telephone system

2.4. In November 2017 a SOCITM[1] Consultant was brought in to carry out a review of the IT section and make recommendations to ensure the service delivered was fit for purpose going forward. This review concluded in January and led to a number of recommendations being produced which are currently being actioned. Key actions include:

2.4.1. Appointment of an interim ICT Service Desk Manager to transform the way the service runs

2.4.2. Exploring options for a new ICT service management tool that will facilitate a self-serve culture amongst staff and members

2.4.3. Restructuring of the service to ensure we have the right capacity and skills to respond to future challenges and effectively deliver our digital transformation plan

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[1] Society for IT Managers

2.5.   As a result of the above review, an IT Service Management Consultant (Stuart Brookes) has been brought in to lead the transformation of the IT help desk and shape how frontline support is delivered across the organisation. So far, the following benefits have been achieved:

2.5.1. The number of undefined help desk tickets has reduced dramatically from 164 to zero. With new classifications being introduced to help prioritise and organise the requests.

2.5.2. The IT helpdesk has been re-branded the ICT[2] service desk and communication has gone out to staff to help them understand the changes.

2.5.3. Staff working hours have been tweaked so that more ICT support is available from 8 am than previously, so issues which have occurred overnight can be resolved in a timely manner.

2.5.4. New processes, procedures and a revised way of working are being implemented to maximise efficiency.

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[2] Information Communications Technology