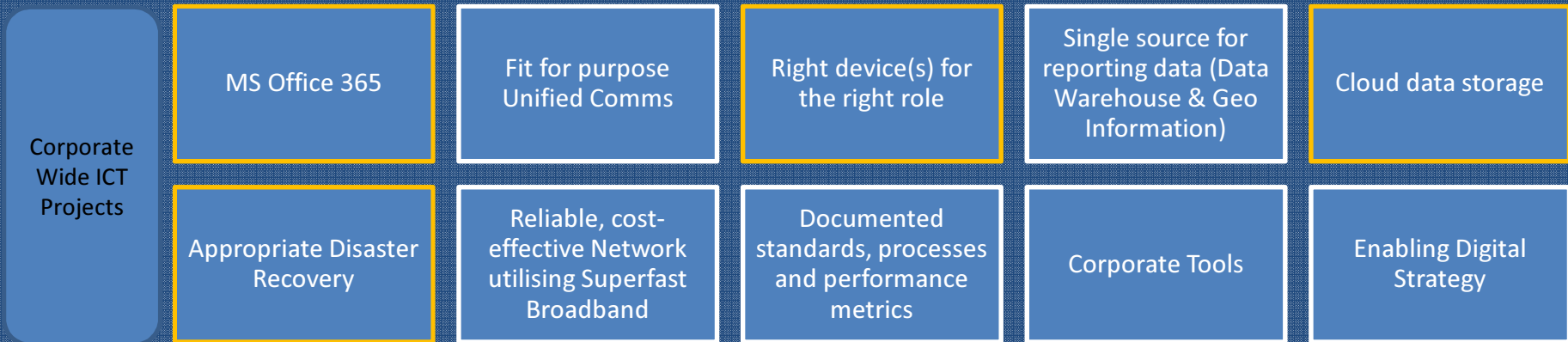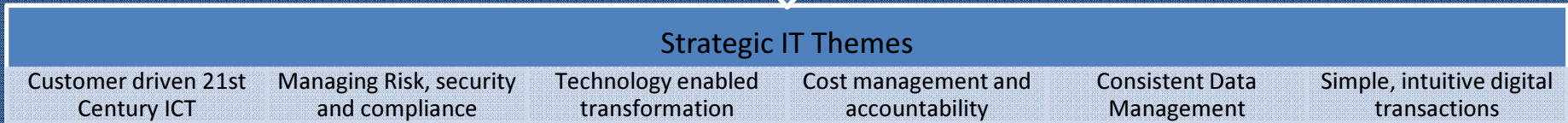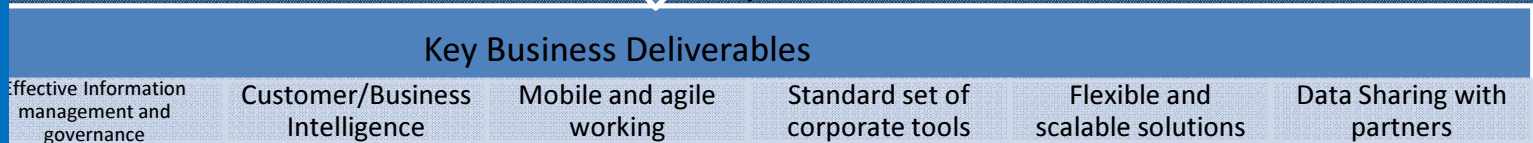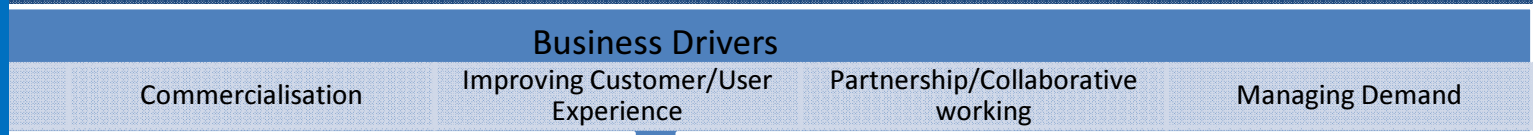# ICT STRATEGY/ TRANSFORMATION UPDATE

Policies and Place Scrutiny Committee
13th June 2017

ICT Strategy

Business Drivers			
Commercialisation	Improving Customer/User Experience	Partnership/Collaborative working	Managing Demand

Shapes ⬇

Key Business Deliverables					
Effective Information management and governance	Customer/Business Intelligence	Mobile and agile working	Standard set of corporate tools	Flexible and scalable solutions	Data Sharing with partners

Defines ⬇

Strategic IT Themes					
Customer driven 21st Century ICT	Managing Risk, security and compliance	Technology enabled transformation	Cost management and accountability	Consistent Data Management	Simple, intuitive digital transactions

Delivered by ⬇

Corporate Wide ICT Projects					
	MS Office 365	Fit for purpose Unified Comms	Right device(s) for the right role	Single source for reporting data (Data Warehouse & Geo Information)	Cloud data storage
	Appropriate Disaster Recovery	Reliable, cost-effective Network utilising Superfast Broadband	Documented standards, processes and performance metrics	Corporate Tools	Enabling Digital Strategy

Dictates ⬆

IT Principles				
Cloud First where appropriate	Reduce, Reuse, Buy, then Build	Collect data once, use many times	Integrated technology solutions	Open Standards

ICT TRANSFORMATION THEMES

Productivity
- Mobility (anywhere, anytime access)
- Collaboration (working together)
- Data/knowledge sharing
- Decision making driven by access to real time data
- Advanced analytics (intelligent data)
- Working across silos/partners/reaching customers

Resilience
- Business Continuity
- Disaster recovery
- Reduced reliance on sites and individuals
- Cost avoidance – loss of productivity

Compliance
- Appropriate Security
- Data Governance
- Reduced Risk/liability
- ISO27001
- Security Best Practice
- Data safeguarding

ICT
TRANSFORMATION

PRODUCTS

Productivity

- O365
- Windows 10
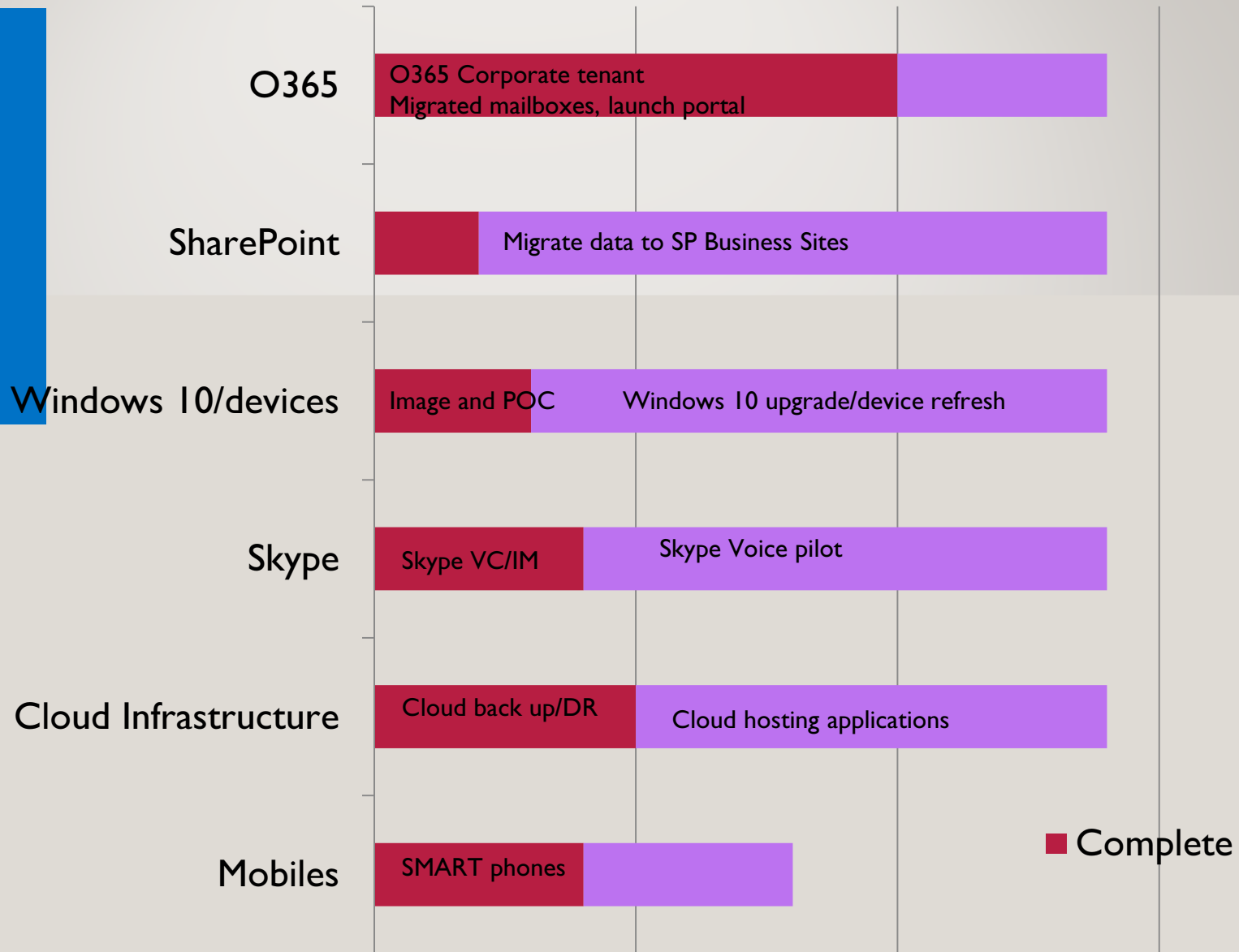- Skype for Business
- SharePoint
- Windows 10 Mobiles
- Devices

Resilience

- DPM Cloud back up
- Azure Site Recovery
- Azure application hosting
- System Centre Operations Manager (SCOM)
- Hyper-V

Compliance

- SharePoint
- Automated Intelligence
- O365 Conditional access controls/configurations
- InTune
- Legal Hold/Archive
- Anti-virus/disk encryption

THE ROADMAP

O365	O365 Corporate tenant Migrated mailboxes, launch portal		
SharePoint	Migrate data to SP Business Sites		
Windows 10/devices	Image and POC · Windows 10 upgrade/device refresh		
Skype	Skype VC/IM · Skype Voice pilot		
Cloud Infrastructure	Cloud back up/DR · Cloud hosting applications		
Mobiles	SMART phones		

■ Complete

OUTPUTS/BENEFITS PEOPLE

OUTPUTS DELIVERED

- Skype video conferencing and instant messaging

- Interactive users training using Skype for Business

- Team/group yammer sites for sharing

- 'Praise' Yammer posts to share successes

- Delve search connecting people and exploiting skills

- Recruitment campaign promoting ICT transformation

BENEFITS

- Improved communication

- Staff feedback loop

- Building high performing teams

- Encouraging innovation

- Searchable people directory with photos, contacts and skills

OUTPUTS/BENEFITS FINANCIAL

OUTPUTS DELIVERED

- Skype video conferencing used for meetings

- Home/remote workers connected with colleagues via Skype (VC,IM)

- Contact Centre and reception staff using Delve and People apps to connect customers and staff more quickly

- Mobile access to emails, contacts and calendars

BENEFITS

- Reduced travel costs

- Increase in home/remote working

- Reduced waiting time for customer calls

- Increase in successful calls forwarded from receptions

OUTPUTS/BENEFITS SYSTEM

OUTPUTS DELIVERED

- SharePoint site created for SCC and Skanska to support new highways contract

- Yammer groups established SCC/partners

- Service management tools deployed to manage ICT assets and updates

- ICT self service portal

BENEFITS

- Partnership/collaborative working

- IT resilience (fully patched environment)

- 33% calls logged through self services releasing desk resource to assist with transformation

OUTPUTS/BENEFITS RESILIENCE

OUTPUTS DELIVERED

- Cloud back up of all critical applications

- Proactive monitoring of disks and servers

- O365 portal access from any device any connection

BENEFITS

- Business continuity

- Disaster recovery

- Cost avoidance – loss of productivity