

# Draft ICT Strategic Digital Delivery Plan

January 2018

This is a summary of High Value or High Profile ICT related activities supporting the delivery against the ICT Strategic themes

Within it we seek to

- Simplify our offer – ensure it responds to key issues highlighted during business planning while also aligning to the ICT Vision & Strategy
- Re-align our resources to avoid re-work
- Work with service areas to agree priorities further.

The activities are themed in line with the Digital Services programme:

Digital Services Programme
Digital City
Digital Processes
Digital Staff
Digital Customer

Digital City: Sub Programmes / Projects:	Directorate	Highlight Detail
Infrastructure	All	Developing a city wide digital infrastructure to support businesses, visitors and residents. Includes the provision of superfast fibre and wifi.
STEP	Economy and Place	Transport Technology Programme. Includes Parking and transport innovation.

Digital Processes: Sub Programmes / Projects:	Directorate	Highlight Detail
Housing Project	Health, Housing & Adult Social Care	Seeks to replace and consolidate a large number of disparate systems into an integrated and rationalised systems architecture.
HR Establishment Control Project	Customer & Corporate Services	Process improvement benefiting all staff and HR colleagues with a efficient and rationalised process supported by initially a small amount of technology but aiming to incorporate into a larger technology systems change in the medium term future.
Learner Management System  Including Metacompliance	Customer & Corporate Services	Delivering a range of mandatory training and courses including the option to offer training outside of the Authority to other organisations. Includes the replacement of an outdated and poorly received compliance training offer.
Health & Safety	Customer & Corporate Services	Provides automated and digital processes for all staff to access the staff warning register, report and manage safety related incidents and provision of Lone Working technology. Working with NYCC to ensure the shared service reflects CYC digital needs and aspirations.
Flare System Review	Various	Training for 'Super Users' alongside transitioning support into ICT Business Analysis will commence investigating opportunities to rationalise and improve processes. Expected to align and transition some into the CRM project deliverables.

Digital Processes: Sub Programmes / Projects:	Directorate	Highlight Detail
Concessionary Fares – NYCC System	Customer & Corporate Services	Supplier determined, procurement in progress, to monitor and support throughout implementation phase.
School Governance – Minute Taking Calendar	Children, Education & Communities	Pilot to provide digital capability for what was a paper based and bureaucratic process. This product has the ability to support other processes of this nature. Exploring the opportunities for adoption panels in 2018.
Historic Environment Records – New System	Economy and Place	Provides a digital system to manage the records of historic assets.
Systems Architecture – Rationalisation	Various	Monitoring and providing directorates with the information on systems, longevity, contract, efficiency and cost information to attempt rationalisation and integration opportunities.
York Learning	Children, Education & Communities	Working with NYCC executives to explore options for joint delivery and system procurement.
Registrars	Customer & Corporate Services	New system to provide a digital service to benefit both the business operation and customers, this will replace an entirely paper based process and delivery efficiencies and a much enhanced experience for customers whilst freeing up capacity for commercial activities.
Web Hosting Contract / Web Search Engine	Customer & Corporate Services	Analysis of all contracts has concluded. Research is underway to align end dates to ensure any supplier transition is easier due to the number of separate contracts in place. Market assessment underway for more cost effective solutions for future needs.
Vehicle Tracking	Economy & Place	Providing consolidation and rationalisation of the number of existing vehicle tracking solutions. Will delivery greater efficiency both technologically and operationally allowing managers to manage vehicles and resources for effectively.
CRIS Review	Health, Housing & Adult Social Care	Digital solution (internally written) that provides a digital interface between social care finance and care providers, improving the previous paper based process of invoicing and payment.

<b>Digital Processes: Sub Programmes / Projects:</b>	<b>Directorate</b>	<b>Highlight Detail</b>
Crematorium System	Customer & Corporate Services	Replacement system providing a digital solution benefiting both the operation and the customer.
Business Travel Analytics Tool	Customer & Corporate Services	Process improvement for information analysis, seeking an integrated and improved analytics tool.
Integrated Wellness Services	Health, Housing & Adult Social Care	Internally developed system, providing a fully digital system to meet the Health Check obligation. This is a new service and resulted in a system which has commercial viability across a number of other local authorities and possibly beyond.
Information Asset Register	Customer & Corporate Services	Internally developed system which provides a digital record of information assets including owners and other compliance related information. This system has commercial viability both for other Local Authorities but also beyond.

<b>Digital Staff: Sub Programmes / Projects:</b>	<b>Directorate</b>	<b>Status Note</b>
Building Services	Health, Housing & Adult Social Care	Using a fully digital process to provide operational staff with access to jobs and property history, fully digitising the process of building maintenance on devices in the hands of the trades. This benefits both staff and customers.
Adult Social Care	Health, Housing & Adult Social Care	Analysing and identifying teams and processes which would be much improved by the provision of digitised processes and access to mobile devices accessing existing systems.
Child Social Care	Children, Education & Communities	Analysing and identifying teams and processes which would be much improved by the provision of digitised processes and access to mobile devices accessing existing systems.
Highways	Economy and Place	Providing a digital service to enable inspection and management of highways by operational colleagues. Providing mobile devices to colleagues.

<b>Digital Staff: Sub Programmes / Projects:</b>	<b>Directorate</b>	<b>Status Note</b>
HR – Annual Leave Pilot	Customer & Corporate Services	Seeking to replace a paper based system across the entire workforce utilising the existing mobile process automation system we have invested in already.
Environmental Health / Trading Standards	Economy and Place	Enabling the operational staff to undertake their work using mobile devices. Work to rationalise and improve processes prior to digitisation. This will benefit the customer (businesses) and staff.

<b>Digital Customer: Sub Programmes / Projects:</b>	<b>Directorate</b>	<b>Status Note</b>
Revenues & Benefits	Customer & Corporate Services	Finalising automated processes. This will digitise paper based processes for the benefit and efficiency of both staff and customers. This includes a large variety of previous paper based processes which will and have been transitioned to 100% online.
Fully enable CRM functionality	Customer & Corporate Services	Reinvigorate work to enable functionality within the new CRM and transition all old services from the old one. This will provide a number of services which have been rationalised and improved alongside data quality improvements providing a more streamlined process with direct benefits to the customer.
My Account – Link to Back Office	Customer & Corporate Services	Providing a one stop shop to manage and view digital service interactions between the customer and the Authority. Linked to a complimentary product which helps to manage customer data with much improved accuracy and efficiency.
My Business – Link to Back Office	Customer & Corporate Services	Providing a one stop shop to manage and view digital service interactions between businesses and the Authority. This will provide a digital service replacing many paper based processes.