Appendix 1 - Digital Strategy

Digital Council

Ensure that our Digital and ICT infrastructure is "fit for purpose"
• We need to continue to improve the infrastructure to ensure we have supported and stable systems environment. • Use and exploit software robotic and emerging artificial intelligence (AI) technologies to reduce service delivery costs and allow staff to focus on increasing value
• We will pilot robotic process automation (RPA) technology within suitable service areas
Deliver of technologies to enable our workforce to maximize the benefits of smarter working
• We have developed a new mobile centric desktop strategy which will be a key enabler for smarter working and any future consolidation of the council's office accommodation estate • We will be deploying new and improve collaboration tools and services to staff and members, including Microsoft Skype for Business unified communications and the Microsoft Office 365 Cloud collaboration suite
To exploit and maximise the effectiveness of how we handle data and information across the Council to make decisions
• We will further develop and enhance our Data Warehouse system and we are implementing a corporate business analytics tool to analyse data and share insights • We need to focus on improving our processes through use of robotics and automation. • Automation and review of processes on its own can deliver significant savings
Embrace a "Cloud First" approach for our ICT systems provision
• All new ICT system provision should be by default Cloud hosted. Only if there is a compelling business reason will it be installed and run from our on premise Data Centres. • We are developing a "Hybrid Cloud" infrastructure and a Cloud migration roadmap to allow us to rationalise and reduce our on premise Data Centre environments.
Rationalise our ICT application estate to maximise value and reduce complexity and cost
• We are finalising a business application strategy. Analysis of our current application estate is underway and a roadmap is in development
Implement effective cyber security and to build cyber resilience across the organisation
• We are enhancing our cyber security systems and developing improved cyber resilience controls
Increase and improve how we integrate, collaborate and knowledge share with our partners
• We are continuing to develop on our systems integration and data sharing with the NHS and other Local Authorities
Use new technology to innovate how we manage and maintain our assets
• We will identify how we exploit and deploy innovative technologies, which align with Digital, e.g. use of Drone technology for building inspections, event monitoring, enforcement etc.
Improve our workforce's Digital skills
• We will ensure our staff and members have access to appropriate training and support for the development of their Digital skills.

Digital Customer

Make Digital the preferred channel of choice
• Customer experience will be at the heart of our Digital service design and by getting this right we will reduce the demand on other channels; we will engage with our residents and customers on the service design, service experience and service improvements • Increase how we harness social media channels for service transactions
Improve the Web presence
• We will re-platform our website, improve the content structure to align with our resident's and customer's needs and make mobile presentation primary • We will replace the existing online portal with a new Digital centric portal as part of the new Digital customer platform programme
Reduce Digital exclusion
• Provide improved physical access to Digital services through our libraries • Promote digital awareness and digital skills development within the community, exploiting all appropriate resources; local, national and private sector social initiatives e.g. Barclays Digital Eagles and Wings, Goodthings Foundation Learn My Way etc.

Digital Borough

Develop our Smart City infrastructure
• Identify how we exploit and deploy Internet of Things (IoT) technologies to enable development and deployment of Smart services within the borough, e.g. Smart housing stock management, Smart monitoring and assistive living, Smart enforcement etc. • We will align and actively participate in Smarter London Together and related initiatives
Improve connectivity across the borough for residents and businesses
• We will work with connectivity providers to ensure good mobile and broadband connectivity access throughout the borough • We will explore how to develop and exploit our existing fibre network with a focus on borough wide WiFi provision and integration with existing 4th Generation (4G) and the emerging 5th Generation (5G) mobile services • We will consider how we can maximise the use of our own public assess (e.g. street furniture) to increase connectivity
Ensure we are well placed to bid for and receive all external funding opportunities for Smart City and Connectivity developments
• We will share knowledge across the organisation on opportunities and bring together the appropriate resources to maximise our effectiveness in bid applications
Ensure that that Digital is intrinsic in the Local Development Framework
• We will look at the relationship between planning and Digital infrastructure initiatives
Support the development of the GovTech sector
• We have been working in partnership with PwC on the Scale Gov.Tech programme to enable innovators and Small and Medium sized Enterprises (SMEs) develop solutions for new ways of delivering improved outcomes and public services that are more efficient