ICT Strategy Update and Modernisation of KCC's Technology

Policy and Resources Committee

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Kent County Council
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Recap from May

- ICT have reviewed the Authorities future technology needs as part of the Analyse Phase of the commissioning cycle.
- This review is being conducted by Microsoft, leveraging the benefits of our Strategic Enterprise Partnership.
- Independent assurance has been undertaken by Gartner.
- The outcome will provide a roadmap to leverage new technology delivery models
- Programme has been developed in full alignment with the ICT Strategy 2016 - 2020

Analyse Phase Methodology

The Analyse Phase of the ICT technology review has been conducted using the following methodology.

| Discovery | Knowledge Exchange | Cloud Workshop | Delivery Plan | Proposal |
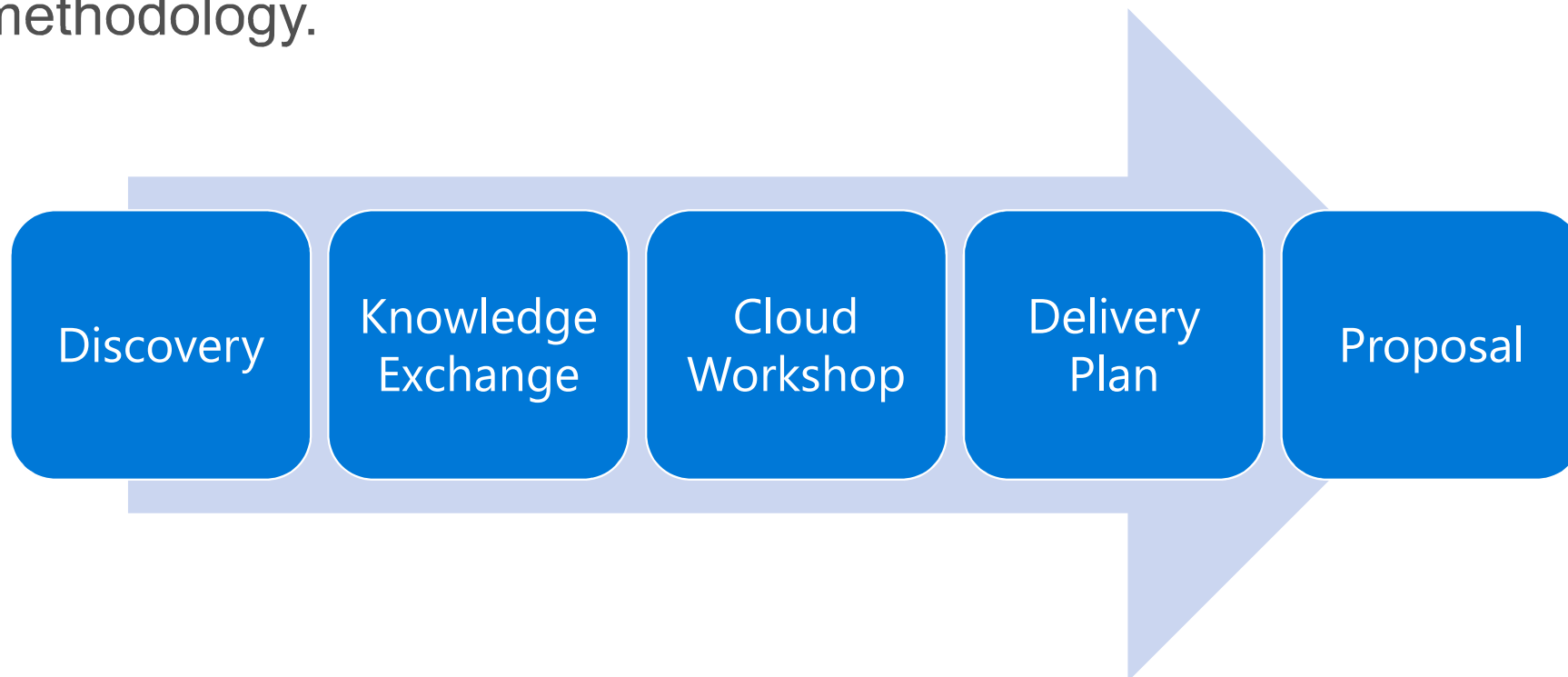
Outcomes from the Programme

- Sustainable ICT Service delivered through modern cloud services
- Increased resilience in ICT
- Supporting the Authority in working in more effective ways through efficient use of technology
- Leveraging existing investment
- Enabler for a true mobile workforce working across organisational boundaries
- Investment can be realised through supporting new ways of working
- Programme will be fully delivered within existing budgets
- Other Local Authority's are undertaking similar programmes

utcomes for the new KCC ICT Service linked the ICT strategy

The delivery of joined-up County wide citizen access to Regional Digital Public Services, underpinned by a single online identity

The enablement of improved service planning and delivery by making informed and data-driven decisions

The provision of a modern ICT platform that will enable the delivery of new, innovative and cost-effective solutions across the region

The ability to effectively work anywhere across the region

The need to improve collaboration across departmental and organisational boundaries

The requirement to resolve current 'burning ICT platform' issues in a way that aligns to future strategy

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Driving Adoption and Business Value

Understanding your needs and wants…

3 Understanding how you work and where your challenges are…

Understanding who you are…

DIAL: Get ready for the day

DIAL: Out and about in the community

DIAL: Out and about in the community

...5 Taking the first round
...n knows his communities well and the residents ...ard him as a trusted member and protector of their ...mmunities. On a daily basis, Alan checks the area by ...wing presence in the village or by having ...versations with the residents or partners. Tonight he ...ssigned to do over hours to support shop keepers.

Efficiency	Effectiveness	Agility
...e savings through ...sed work schedule ...vailability of online ...s	# Increased Revenue through greater quota attainment with improved collaboration/ shared best practices	# Improved Time to Action by better link of the field to internal and external partners

14:28 Capture cases of fly tipping and graffiti
No day is the same as the one before. Alan's cases cover fly tipping, vandalism, scams, welfare, anti-social behavior, self neglect etc. To report and document his findings, Alan uses his smartphone and tablet (notes, photos). By having all information centrally stored, Steve or Kristine can easily look up the status for each case.

Efficiency	Effectiveness	Agility
# Time savings by having an easy to use and synchronised App for the case management system	# Increased revenue through more time out and about and more capacity to provide services to residents	# Improved Time to Action by better link of back office to the field & providing next best action recommendation

16:45 Document day activities and plan events
At the end of each day, Alan transmits his documented cases via the activity sheet which has been populated from the input he had done on his tours. Alan enjoys arranging events to help particularly youth with leisure activity offers to e.g. prevent anti-social behaviour. District boroughs and agencies are collaborating as well

Efficiency	Effectiveness	Agility
# Time savings by reducing time spent for transcription of handwritten notes into digital work sheets	# Increase revenue through more face time with residents and increased quantity of services provision	# Improved time to Action by being more connected to residen... and partners over multiple channels

Pictures were taken during the work shadowing sessions on 29-30 June and/or 20-21 July 2016.
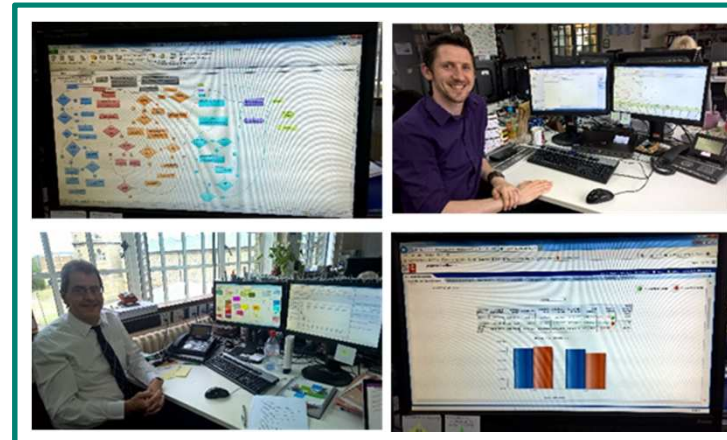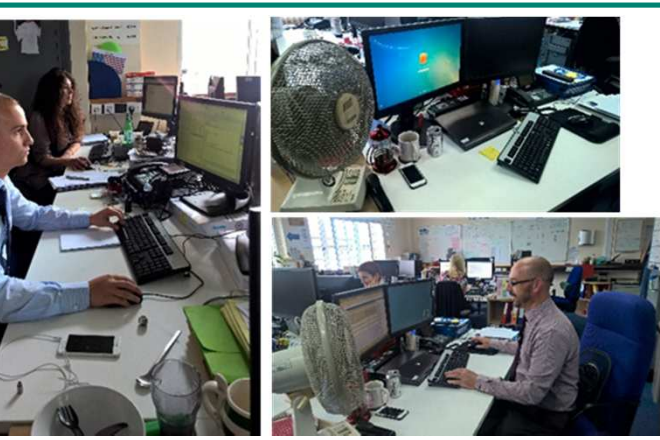
a from one single source of truth

ol has a single view of the truth – transactional,
avioral and sentiment. As a business user Carol can
lyse and customise views and dashboards
ractively. Carol and her colleagues can create
hboards for business units according balance
recards.

	Efficiency		Effectiveness		Agility
	e Savings - Back by having ation in one place		# Improve Forecasting **Accuracy** with data in one place meaning less chance of errors handling multiple data sources		# Improved Time to **Action** through better forecasting, easier access to data all supporting faster and better decision making

Value adding and proficient analytics

At the end of each month Maria consolidates the
available data for the financial report from one single
source of truth. Maria is glad that she can easily reconcile
information within a directorate so that she can focus on
truly value adding and proficient planning.

Efficiency		Effectiveness		Agility
# Time Savings - Back **Office** through integrated analytics reducing analysis time spent uncovering insights		# Increase Revenue through integrated and advanced analysis tools provide greater insight into political dynamics and opportunities		# Improved Time to **Action** with smarter and faster decision making allowing more agile responsiveness

Timely and easy accessible reporting

Daily and weekly reports for Steve and David are
automatically generated. Each business user can access
their personalised dashboards on any device of their
choice. Carol can collaborate with Alan and Kristine
around reported cases, conflict resolution, statutory
reports.

Efficiency		Effectiveness		Agility
# Time Savings - Business **Users** with personalised dashboard and information in one place		# Increased Revenue through integrated and advanced analysis tools, combined with integrated collaboration		# Improved Time to Action with smarter a faster decision makin allowing more agile responsiveness

Pictures were taken during the work shadowing sessions on 29-30 June and/or 20-21 July 2016.

Questions