

ICT Strategy Update and Modernisation of KCC's Technology

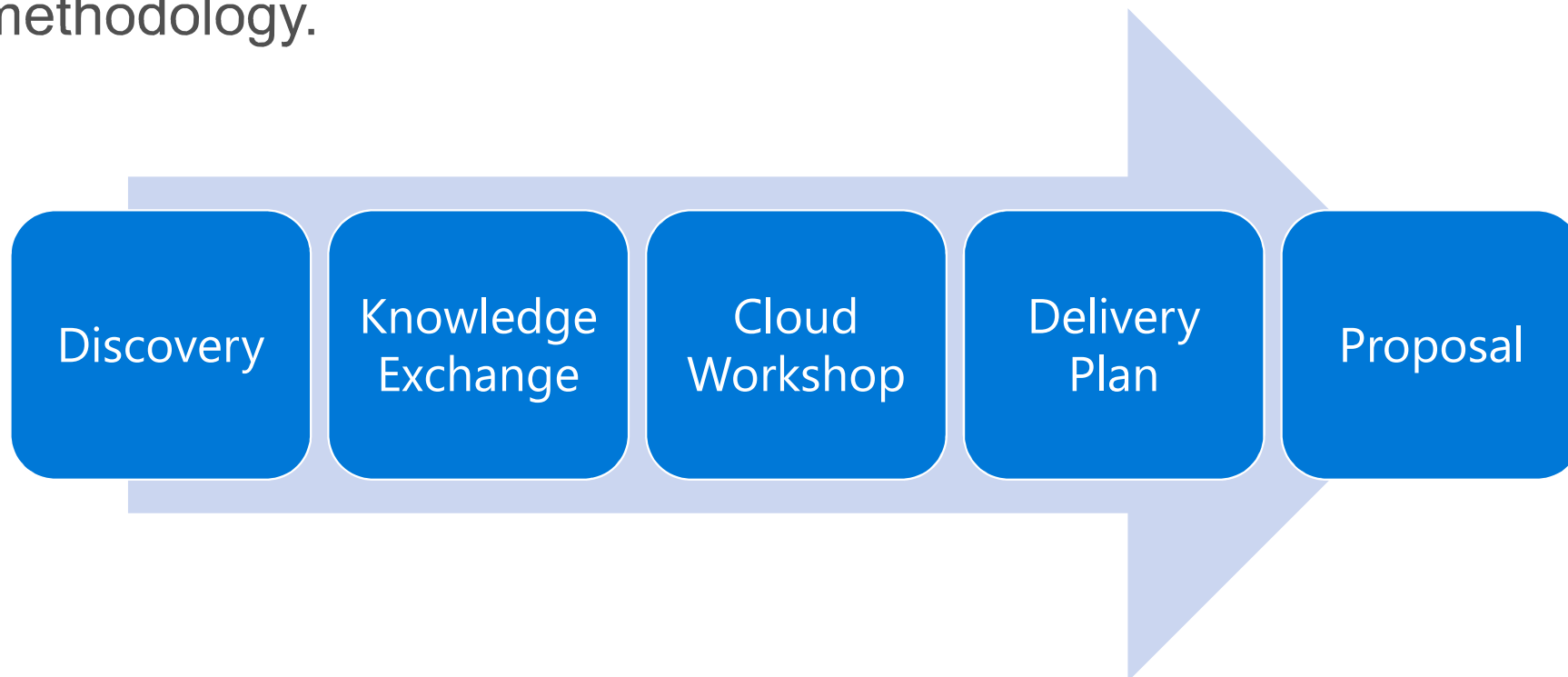
Policy and Resources Committee
13th January 2017

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.



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

Outcomes 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


Driving Adoption and Business Value

Understanding your needs and wants...

Alan, Community Warden				
				
Work Description		Needs and Wants		
Understanding customer needs and provide newest market insights in a timely manner Spend most time at various customer outlets as a non-billable resource Uses technology to plan customer visits, diagnose outlet performance, presales and captures orders		I like the variety of my job, meeting new people and the daily challenges. I don't like all the paperwork and the manuals I'd love more details from the residents (both the good and the bad) and the right devices I'd want to be able to better plan my workload I'd like to be rewarded for my contribution to customer deals and customer satisfaction		
Challenges		Finding Relevant Information		
Getting good support when I'm stuck Planning my workload Having access to the latest information about customer and products (no offline access to data) I can't fill in forms in the tablet I can't add photos to cases		Finding Expertise		
Business insight and being connected to my team helps me understand the health of my regional business performance. It is my duty to ensure that the business as well as my people are growing.		Collaboration		
Profile		Content Creation		
Interacts with: Team, Back Office, Customer, Partners		Dashboard/BI		
Work Locations: Home, Office, Customer, Road		Confidentiality		
Device Usage: Laptop, Tablet, PDA, Phone		Phone		
Software skills		App XYZ		
Adoption Tendency		App XYZ		
Location Flexibility		App XYZ		


3 Understanding how you work and where your challenges are...

DIAL: Get ready for the day




7:00 Arrival at the Library
Supervisor Steve takes care of a team of 12 Community Wardens for his area in West Kent. On Fridays he receives the weekly shift schedule on his tablet, to be ready for the coming Monday. Alan will do over hours tonight, hence specially marked. Every change is processed with help of the Business Support Team and adjusted dynamically.

- Efficiency: Time savings - Management by reducing time spent preparing for meetings
- Effectiveness: Increase Revenue through better business planning and targeted resource allocation
- Agility: Improved Time to Action back a good action



7:40 Team Briefing
Close relationships and frequent communication is important to the team success of the Community Wardens. Steve has daily calls or chats with each Warden and, if possible meets them at their work places. Most of the Wardens, like Alan, are based in community libraries/village halls, few act as Support Warden and have a van.

- Efficiency: Time savings - Increase employee
- Effectiveness: Increase employee
- Agility: xxx



7:45 Hit the road
Kent is divided into 2 areas (West/ East) and covered with 6 teams, consisting of about 64 Wardens. While Alan stays generally in close distance of his communities, Steve travels between his own and his team's communities. Steve stays connected with the Wardens, Business Support and partners via his smartphone and tablet.


- Efficiency: Time savings by
- Effectiveness: Increase revenue
- Agility: xxx

Note: Pictures were taken during the work shadowing sessions

DIAL: Out and about in the community


Understanding who you are...

 Steve Team Supervisor	 Alan Community Warden	 Kristine Business Support Coordinator	 Maria Accountant	 Carol Reporting Administrator
 Ben Resident	 David Director	 Sanjay System Administrator	 Anne Partner	




7:45 Taking the first round
Alan knows his communities well and the residents regard him as a trusted member and protector of their communities. On a daily basis, Alan checks the area by showing presence in the village or by having conversations with the residents or partners. Tonight he is assigned to do over hours to support shop keepers.

- Efficiency: Time savings through digitalized work spreads and availability of online updates
- Effectiveness: Increase Revenue through greater audio arrangement with improved collaboration and shared best practices
- Agility: xxx



8:00 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: Time savings by having an easy to use and accessible App for the case management system
- Effectiveness: Increase revenue through more time out and about and more capacity to provide services to residents
- Agility: Improved Time to Action by better use of back office to the field & providing next best recommendation



8:45 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 tour. 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: Time savings by reducing time spent for transcription of handwritten notes into digital work sheets
- Effectiveness: Increase revenue through more face time with residents and increased quantity of services provision
- Agility: Improved time to Action by being more connected to residents and partners over multiple channels

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

DIAL: Out and about in the community



15:05 Taking the first round
 Alan knows his communities well and the residents regard him as a trusted member and protector of their communities. On a daily basis, Alan checks the area by his walking presence in the village or by having conversations with the residents or partners. Tonight he is assigned to do over hours to support shop keepers.

<p>Efficiency</p> <p># Time savings through reduced work schedule and availability of online services</p>	<p>Effectiveness</p> <p># Increased Revenue through greater quota attainment with improved collaboration/shared best practices</p>	<p>Agility</p> <p># Improved Time to Action by better link of the field to internal and external partners</p>
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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.

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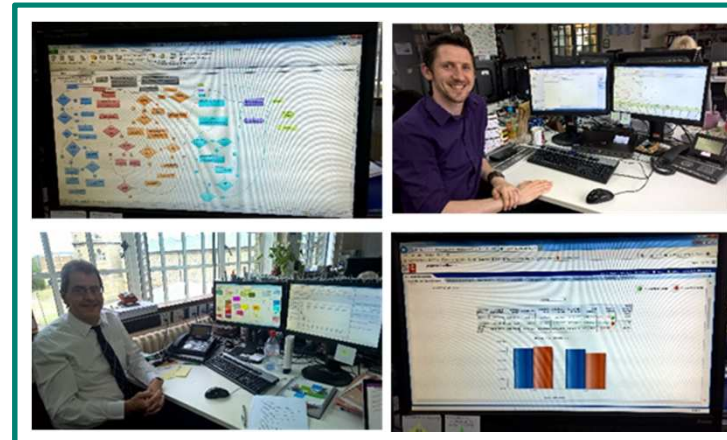
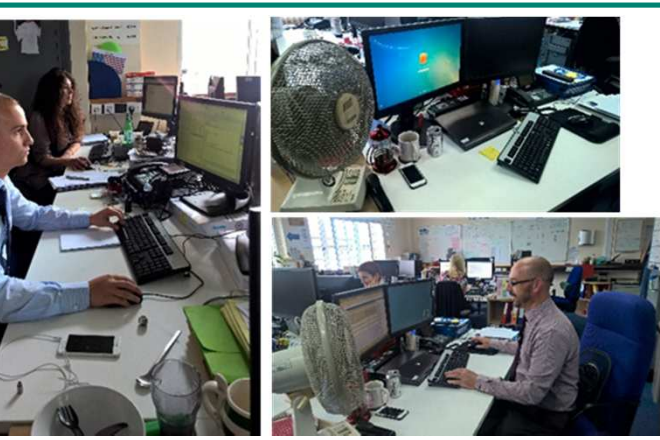


16:45 Document day activities and plan events
 At the end of each day, Alan transmits his documented cases via the activity sheet which has been populated from the input he had done on his tours. Alan enjoys arranging events to help particularly youth with leisure activity offers to e.g. prevent anti-social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

<p>Efficiency</p> <p># Time savings by reducing time spent for transcription of handwritten notes into digital work sheets</p>	<p>Effectiveness</p> <p># Increase revenue through more face time with residents and increased quantity of services provision</p>	<p>Agility</p> <p># Improved time to Action by being more connected to residents and partners over multiple channels</p>
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Pictures were taken during the work shadowing sessions on 29-30 June and/or 20-21 July 2016.

AL: Enabling data-based decisions



data from one single source of truth
 Carol has a single view of the truth – transactional, behavioral and sentiment. As a business user Carol can analyse and customise views and dashboards interactively. Carol and her colleagues can create dashboards for business units according to balance records.

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.

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.

<p>Efficiency</p> <p># Time Savings - Back Office by having information in one place</p>	<p>Effectiveness</p> <p># Improve Forecasting Accuracy with data in one place meaning less chance of errors handling multiple data sources</p>	<p>Agility</p> <p># Improved Time to Action through better forecasting, easier access to data all supporting faster and better decision making</p>
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<p>Efficiency</p> <p># Time Savings - Back Office through integrated analytics reducing analysis time spent uncovering insights</p>	<p>Effectiveness</p> <p># Increase Revenue through integrated and advanced analysis tools provide greater insight into political dynamics and opportunities</p>	<p>Agility</p> <p># Improved Time to Action with smarter and faster decision making allowing more agile responsiveness</p>
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<p>Efficiency</p> <p># Time Savings - Business Users with personalised dashboard and information in one place</p>	<p>Effectiveness</p> <p># Increased Revenue through integrated and advanced analysis tools, combined with integrated collaboration</p>	<p>Agility</p> <p># Improved Time to Action with smarter and faster decision making allowing more agile responsiveness</p>
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Questions

