

Gloucestershire County Council

Digital & ICT Update

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Corporate Overview Scrutiny Committee – May 2024

Living our values every day




Accountable



Integrity



Empower



Respect



Excellence



An Operating Model which enables ICT to effectively and efficiently deliver services that meet the evolving needs of the organisation – both technology and digitally focussed - is required

Stabilise and Fix



Required capability – across digital and technology – is currently much higher than what is available

Control - over IT spend and commissioning of services is variable



Demand - for ICT services is constrained and not centrally managed

Change management - is dependent on individuals and processes



Communities - are in place but there are variations in how they have been deployed

Optimise and Scale



Agility – extent to which digital and technology solutions need to be delivered at pace and the frequency at which they need to be adapted

Standardisation – extent to which standardisation of tools and technologies is required to meet business objectives, with consideration of requirements for operational variants



Efficiency – extent to which efficiency, through for example lean processes, is required to be adopted



Resiliency and Reliability – extent to which services need to be responsive, performant and reliable



Effectiveness – extent to which effectiveness through deployment of specialist resources or tools is required to achieve an objective



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Sustain and Grow



Continuous Service Improvement – by continuously refining processes, technologies, and service delivery, the ICT Service can ensure ongoing relevance and value.

Embracing Digital Transformation – lead and facilitate digital transformation initiatives across the organisation by leveraging emerging technologies and innovative solutions.



Integration and Collaboration – leverage collective intelligence, scale innovation and drive sustainable growth by connecting systems inside and out of our IT estate

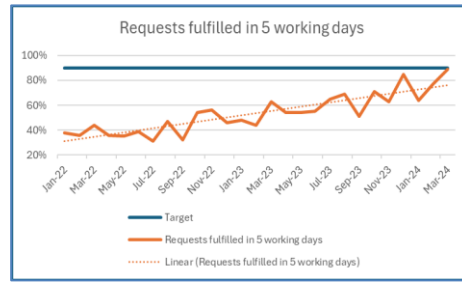
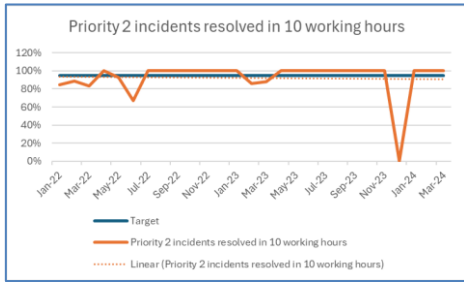
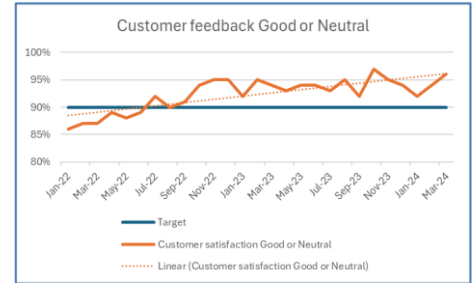
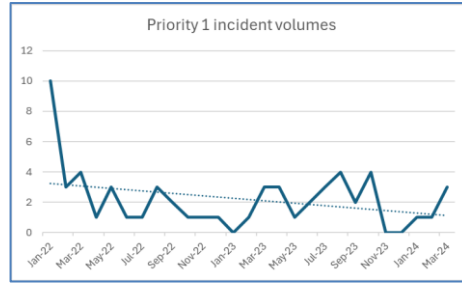
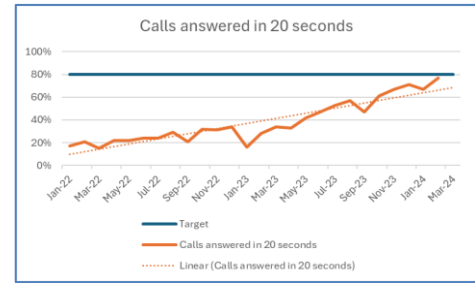
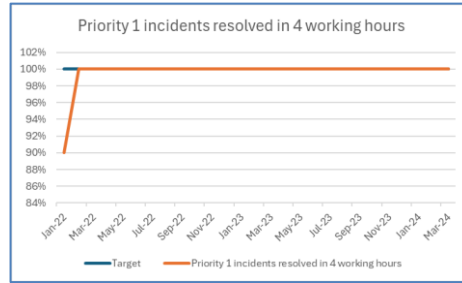
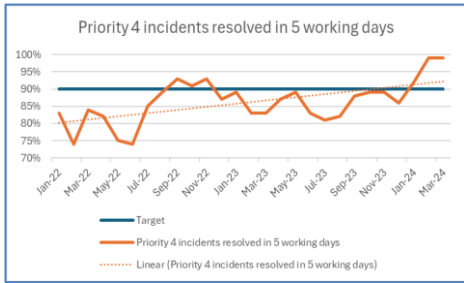


Strategic Partnerships – Connect with vendors, providers, and other organisations to enhance the capabilities and reach of our ICT service



Talent and Skills Development – empower ICT staff and the wider organisation with the skills, knowledge, and capabilities needed to meet evolving business demands.





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Digital Help Hub: The first 6 months

Data valid as of 14/05/2024 – full dataset available on request

😊 **99.5%** customer satisfaction across **1600** drop-ins

😐 **No poor / negative feedback** responses to date – only Good & Neutral

🔧 **90%** first time fix rate – **1440** queries / issues directly resolved by DHH

👥 **850** unique end users seen – around **1/5** of the entire GCC staff

🕒 **97%** of drop-ins handled within 30 minutes

🕒 Average drop-in <12 minutes

📈 **Busiest day is Tuesday** – initially started off being Wednesday

👏 **Fantastic feedback** – formally collected and spoken in-person

Positive Feedback

Patient and positive support

I am not sure who oversees the ICT walk in desk, but I just wanted to mention that I used it this morning and the two members of staff who were on it were really helpful and engaging

Always really helpful

Excellent service. Callum was amazing! I even got a cup of tea from Jim while I was being seen, thanks so much

the drop-in service is fabulous

Excellent customer service. Easy to access, Callum was able to sort out my issue with laptop straight away so I could go back to work. Fantastic service and being able to visit and talk to members of the ICT team when problems arise at the drop in is invaluable. Thank you so much :)

Thank you for the swift and friendly service!

clear instructions provided on how to rectify problem in the future

Callum offered a very helpful service today. thank you

I just wanted to say a big thanks for your support today – not only in terms of timeliness but also your friendly, helpful and informative approach were greatly appreciated

It is so helpful to be able to discuss IT problems face to face. Lucy and Callum are approachable and helpful. Thank you!

Very friendly and approachable. thanks for your help.

I can't recommend it enough, after what seems like an age with tickets logged and closed with no resolution, I took action and accessed the drop-in service. They were so helpful

I just wanted to let you know how impressed I've been with the service of the drop-in service in ICT - the whole team have been extremely helpful especially Callum. He's been so friendly and helpful - I'm very grateful. Many thanks

Good to see a common-sense approach return re daily IT issues.

Callum listened to my issue with such patience and explained what he was doing in language I could understand. Even made me a lovely cup of coffee! I can't stress the excellent level of customer service enough and to be able to have my issue rectified while I waited was fantastic. Please don't get rid of this service. It has been a long time coming and well worth the investment



Moving from Stabilisation to Innovation

Time for Change

The current Enterprise Support Service contract expires on 30 Sept 2024. This provides an opportunity to reshape our operating model to reflect our progress and evolving digital strategy

- We are evolving a 'Fit for the Future' Operating Model:
 - ✓ New skillset, capacity and capability supporting digital innovation and skills
 - ✓ Flexibility & agility to deliver projects – controlling access to GCC resources
 - ✓ Greater governance & control with transparent, documented processes



Digital Strategy 2024-27

Currently under final stages of development

Draft strategy document completed (with collaboration from across the organisation)

Gathering information on existing and planned digital projects from across GCC to inform roadmap

Draft strategy document is currently being externally reviewed and revamped



Digital Strategy 2024-27

Draft Vision Statement

Our Vision for Gloucestershire County Council is to digitally enable our workforce, residents and services through the use of technology and data; facilitating how people work and access council services, reflecting their personal preference, choice and engagement, promoting independence for people and communities.



Digital Strategy 2024-27

Draft Ambitions

Our Digital Ambitions

Where we want to be



Digital People

A digitally trained and skilled workforce and leadership, with a council-wide digital culture



Digital Inclusion

Equality, diversity and inclusion enabled through digital; in the workplace and in the delivery of services; digital inclusion by design



Digital Services

Services designed from a resident viewpoint; enabling choice, independence and wellbeing through digital inclusive services



Digital Council

A digital-first council, with automated and streamlined services, constantly adapting using emerging technologies



Digital Strategy 2024-27

Draft Values

Our Digital Values

How we will work differently

Innovate

To use innovative technology to deliver services that align with the way people and communities want to live.

Add Value

To deliver our services in a smarter way, with a focus on eliminating inefficiencies, to enable our staff to focus on delivering added value.

Use Data

To transform the use of our data and information to become an intelligence led council.

Design for All

To be digitally inclusive, designing our digital services from a resident view and supporting and supporting the community to develop or increase digital skills and access to technology.

Develop Skills

To fully embrace a digitally trained and skilled workforce, which supports its people to make the most of digital systems.

Fast Moving

To develop a Digital & ICT service that can react with speed and agility in a fast-moving technological landscape

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Digital & ICT Priorities



CONNECT

Removing legacy network and improving WiFi



COMMUNICATION

Unified Comms: all via Microsoft Teams



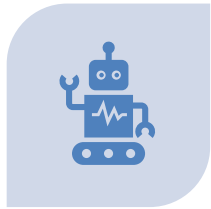
COLLABORATION

Join up with partners, Microsoft365



KIT

Laptop refresh programme, prep for Windows 11



CYBER

Improved proactive monitoring and remediation of identified threats



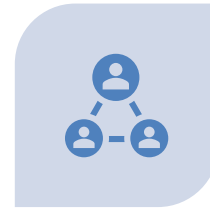
CLOUD

Core systems and data hosted in cloud where possible



STRATEGY

Develop our strategy beyond stabilisation and the tools to do the job



CUSTOMER

Better experience, improved self-service, skills development

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Next phase of DICT service offer

Reduced requirement to support on-premise infrastructure presents an opportunity to reinvest and improve the whole service offering, including:

- Pursuing digital innovation (and how we maximise benefit from new tool set).
- Employing specialists directly to enable development of new tools and roll out at speed (including data engineering and MS Power Platform).
- Re-establishing business partners – helping to align D&ICT roadmap and service delivery to directorate requirements. Advice & point of escalation.
- Continuing to deliver business analysis, project management and business change management, helping the organisation navigate technology change.
- Focus on digital skills, training and adoption of new tools.
- Increase our governance, security and monitoring of the Cloud infrastructure.
- Continuing updating and investment in underpinning infrastructure – ongoing focus



Digital Innovation

ICT Governance Board, Digital Governance Board & Information Governance Board

Discover

- Define the business problem
- Understand available skills
- Market engagement
- Pipeline

Design

- Establish new ways of working
- Solutions Architecture
- Art of the possible
- Plan

Deliver

- Technical capability
- Manage Estate
- Change & Adoption
- Benefits realisation

Business Analysis/Engagement, Project Management & Business Change Management



ICT Roadmap 2024/25

	2024							2025				
	April	May	June	July	August	September	October	November	December	January	February	March
Digital & ICT Operating Model			Transition		Reshape							
Unified Telephony using Teams Phase 2	Phase 1 Close		Phase 2 Scoping		Targeted delivery to directorates							
M365 Self Service Password Reset (SSPR)		Go Live										
New Remote Connection to GCC (Fortinet)		Go Live										
B2B for GFRS and Health Partners		Go Live										
Windows 11 Rollout	Pilot, initial testing and hardware review					Full Rollout Planning/Delivery			Rollout			
Data migrated to SharePoint (IMMP)	Data Migrated (Phase 2 Close)			Review of Use (Phase 3)		Change & Adoption			Decommission Legacy Infrastructure			
One Programme	Build					UAT			Final Testing		Go Live	
Server Upgrades from 2012 to 2019/2022	Upgrades											
SAN Replacement			Implementation		Data Migration							
Blue layer/Citrix on premise estate retired	Legacy app review/removal											
M365 App review and rollout	Ongoing											

