Digital Strategy Action Plan 2019/20

Customer access – to enable users to access council services with ease by maximising digital technology.				
Digital Strategy deliverables	Actions	Time scale / achieved	Measure of achievement	Resources
Deliver next phase of the council website, including integrated account functions.	Test "Chat bot" for customer services.	January 2020	SOCITM rating. User satisfaction on functionality.	Hoople SLA
	Update existing website processes to ensure "useful, useable, up-to-date".	On-going		
	Children services specific pages designed in consultation with young people.	March 2020		
	Ensure all websites that are council owned comply to Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.	September 2020	Compliance measured through Siteimprove service.	Revenue and IT Reserve
Instigate an app or refined mobile format for "report it" and "pay it" functions.	Introduce public rights of way reporting and dog fouling as part of the "app" function.	July 2019	Use via the app.	Hoople SLA
	Decide on next set services to include in the app.	January 2020		
Make the most of social media to relay proactive messages.	Release of social media posts via Facebook, Twitter and Linked In.	On-going	Number of views and followers.	Revenue budget
Continue to improve the transactional capability of the website.	Review one payment process next to service transaction.	January 2020	User satisfaction on functionality.	Hoople SLA
	Increase range of my account options.	January 2020		
	Increase range of my neighbourhood places.	November 2019		
Review the systems to support the children's education modernisation programme with potential replacements	Procure new systems for monitoring NEETS (not in employment and education).	September 2019	New systems in place.	Reserves - for project management. Revenue budgets for purchase.
	Reprocure Education Management System.	October 2019		
Ensure hot-spots for wifi access, specifically at libraries and where possible other public places.	Continue to maintain and promote free wifi and use of devises in libraries.	On-going.	% of Herefordshire Council libraries	Hoople SLA
	.Gov wifi at Plough Lane initially with potential roll-out to Shirehall; HARC; children centres.	March 2020		

Deliver the superfast broadband programme to homes and businesses in Herefordshire through the Fastershire project	Continue to expand access to high speed broadband across the county.	March 2023	% of premise able to access a superfast broadband service.	Existing capital budget and external funding.
	Revise Fastershire Broadband Strategy to address the final percentage of coverage and opportunities of full fibre.	December 2020	Agreement on strategy for Herefordshire and Gloucestershire.	Revenue – Fastershire (cost shared with Gloucestershire)
	Operate the business grant scheme to access bespoke fibre connections.	March 2021	Number of business awarded funding to take up a service.	Grant and existing capital funding.
Business support and community programmes to enable digital inclusions with more people making the most of internet interaction.	Business advice programme via one to one and group training.	Throughout the year	Number of businesses undertaking reviews. Number of businesses attending training events.	Revenue budget – Fastershire
	Community training sessions including partner organisations.	Throughout the year	Profile of community events.	

Empowered workforce – to utilise digital technology for staff and councillors to work flexibly, responsively and making the most of the technology to deliver services.				
Deliverables	Actions	Time scale / achieved	Measure of achievement	Resources
Support mobile and flexible working as part of the workforce strategy.	Rollout of laptops as replacement for desktop to aid flexible working for all staff.	September 2020	% of laptops as end user device.	Existing capital budget
	MAO desktop replacement with docking stations, with allowance for some desktop retained in MAOs as backup.	September 2020	Replacement complete.	
	Monitor replacement programme for unified large screens.	September 2020	Complete replacement.	
	Provide lap-top safe with laptops at Plough Lane and Elgar House.	January 2020	Usage figures.	Revenue / Capital
	Trail webex for video conferencing with recommendations for considered rollout.	November 2019	Usability test.	

Plan and implement upgrades to the core data network, including the Wide Area Network (WAN) and wireless capability in key sites.	Installation of the WAN network via MLL.	Complete on delivery; monitoring on-going; and upgrade where needed	Availability/performance of the network.	Hoople SLA
Instigate new desk phone operation.	Cisco jabber available. Consideration to remove desk phones in-line with BWOW and laptop delivery. Desk phones retained for emergencies.	April 2020	System available.	Hoople SLA
	Extend call licence to enable adult and community service to run a dashboard showing call data.	January 2020	System available	Reserve
Support e-learning for council staff and IT training for new systems.	Programme of IT training making the most of systems available.	Throughout the year	Attendance.	Hoople SLA
	Staff social media training for "communications camps"	Through to December 2019	Attendance.	Revenue
	E-learning programme provided.	Throughout the year	Percentage of staff completing mandatory training.	Revenue
Enhance the hot desk and mobile working offer.	As above replace desk tops with lap tops as part of better ways of working.	September 2020	Roll out programme complete.	Capital funding
	Explore options for an improved room booking system using IT system.	December 2020	Options report.	Revenue
	Instigate all open calendars.	January 2020	100% open calendars.	Revenue
Upgrade and replacement programme for PC's and laptops.	Replace out of date devices with more powerful and feature rich devises.	September 2020	Roll out programme complete.	Capital funding
Upgrade the intranet offer as a management and communication tool.	Update launched in February 2019 and continue to refined and maximise its use.	Continuous	Usage.	Hoople
	Councillor's intranet pages established.	October 2019	Update complete.	

Innovation and efficiency – for digital technology to support transformation of services whilst creating efficient ways of working including with partners.				
Deliverables	Actions	Time scale / achieved	Measure of achievement	Resources
Implement web portal solutions with social care for adults and children services.	Refine Finestra system complete as portal for residents integrated with WISH.	June 2019	System in place.	Hoople SLA
Where appropriate integrate health systems with the children's social care and education management systems as part of the NHS Local Digital Roadmap.	Children Protection Information System delivered.	April 2019	Systems in place.	Reserve
	In progress with Wye Valley Trust Discharge Notices linked to MOSAIC.	July 2019 first phase of study work	Plans outlining options.	Revenue
	Digital Catapult pilot to support falls prevention through digital monitoring system.	From September 2019	Results of pilot	Revenue and one off grant payment
	Utilise technology to support assessments, reablement, and design & delivery of care and support plans.	From September 2019	Evaluation of Pilots	Disabled Facilities Grant
	Link to the Herefordshire and Worcestershire STP Digital Strategy 2019-22.	On going	Related collaborations.	Revenue
	Technology Enabled Living (TEL) Strategy to supporting people to maintain their independence and well-being.	January 2020	Strategy produced	Revenue
	Explore establishment of LoraWAN network in supporting people to live at home through assisted technologies	April 2020	Number of people supported	Capital funding bids
Work with partners on data sharing with legal framework to support outcome for individuals and wider community benefit.	Document an Information Sharing Register.	August 2019	Register in place.	Revenue
	Review and update all information sharing agreements.	December 2019	Agreements in place.	
	Review methods available to allow secure data sharing to take place.	December 2019	Secure Sharing in place.	
Support areas of work such as project management and data management through IT systems.	Enforce and maximise use of Verto system for project management.	Review of use in December 2019	All key projects operated for Verto projects.	Revenue
	Explore potential and costs for business Intelligence system(s) than supports	March 2020	Outline business case.	Revenue

Deliverables	Actions	Time scale / achieved	Summary measure	Resources
	improved presentation, analysis of data and application of artificial intelligence.			
Review the portfolio of applications with a view to rationalisation.	Review systems and applications as they become due for in renewal.	Continuous through the year	Number of applications reduced / or cost savings.	Hoople SLA
	Understanding full scale of applications including those no long supported through Windows 10.	January 2020	Master list of applications.	Project management
Renegotiate IT contracts to enable further savings to be achieved.	Single contract for MOSAIC and education management systems as part of contract renewal.	October 2019	Reduced cost / better service.	Hoople SLA
Review of photocopier / printer with the intention to reduce their use.	Re-procurement taken place and new contractor commissioned.	July 2019	Reduced cost.	Revenue

Protected and planned – to ensure the systems, policies and procedures are put in place to protect the council from cyber-attacks, keep information secure and plan for future delivery.				
Deliverables	Actions	Time scale / achieved	Summary measure	Resources
Conduct regular patch testing, back-ups and checks to protect the organisation and keep information safe.	Automated patching and manual updates where necessary.	Continuous through the year	Key performance indicators.	Hoople SLA
	Replacement of Firewalls to provide a layer of internal security.	December 2019	PSN compliance for sector network.	Reserve
	Review of existing backups ensuring critical elements are covered.	November 2019	Complete review.	Hoople SLA
Achieve accreditation to external security standards including PSN (public sector network).	PSN certificate renewed annual. Maintain compliance, internal audits and external assessment	April 2019	Accreditation received.	Hoople SLA
	SQL server and windows 2008 upgrade	January 2020	Upgrade completed.	Reserve
Exploit the benefits of the new data centre to realise its fullest potential to support the current and emerging needs of the council.	Continue with data-centre first approach.	June 2019 and on going	Data centre 'occupancy'.	Hoople SLA
	Environmental monitoring of the data centre.	On going	Quarterly reports.	Hoople SLA
	Invest in uninterruptible power supply to ensure continuity of service in a power failure situation.	March 2020	System in place.	Reserve

Deploy the latest Microsoft tools (Windows 10 and Office 2016) on the desktop.	Deploy the latest Microsoft tools (Windows 10 and Office 2016) on the desktop.	Complete September 2019	Only Windows 10 and Office 2016 in use.	Reserves 2018/19
Build additional storage capacity to support increasing demand for Microsoft SharePoint solution.	Complete additional as part of sharepoint upgrade.	April 2019	Upgrade complete.	Hoople SLA
Replace data archiving storage solution to support future demand for electronic records and programme of back scanning to store documents.	A review of data archive complete and utilise current systems (Daisy Wisdom).	July 2019	Reduce data records.	Revenue
	Procure new file tracking system used by modern records.	January 2020	New system in place.	Revenue
	Back scanning of planning records stored at HARC with records held at Plough Lane linked to BWOW.	April 2020	Number of records scanned.	Revenue
Evaluate new technologies that will enable a reduction in the carbon foot print of the IT landscape, including reviewing the use of active power management software and revisiting the paperless office.	Become a paper-light organisation based on general campaigns on paper use and targeted service with high use.	Throughout the year	Reduced print costs.	Revenue
	Increased digital forms – school transport transaction digitally.	January 2020	Reduce print and process.	Revenue and SLA
	Explore e-forms and electronic verification for contracts rather than paper based documents.	March 2020	Reduce print costs.	Revenue
	IT supplier day to explore the arts of the possible with input and innovation from the industry.	October 2019	Attendee feedback.	Revenue
	Create an equipment showcase including new technologies as a feature.	By March 2020	Advice, Information and Demonstration Centre in place and delivering service	Allocation from Private Sector Housing capital Grant
	Introduction of OTTO for dialogue reporting of case work for children's case work, with similar application for adults and communities.	Children's and Families: May 2019 Adults and Communities: October 2019	Efficiency to recording of casework.	Revenue / Hoople SLA