

Overview and Scrutiny Review Matrix

Review Topic: IT/Digital Transformation

Timescale:

Start:

Finish:

Review Rationale: Please see section below.

Background:

Structure of IT / Transformation

- IT Dept
 - IT as a function is designed to keep us safe and the lights on
 - Drive efficiency and reduce cost / risk
 - In simple terms it keep us safe and delivers services to council officers
- Digital Transformation
 - Enable new ways of working / encourage and support innovation
 - New ways of working create new risks – potentially involve cloud, need a different approach
 - Find new ways to engage residents / provide services beyond traditional approaches
 - Generate income
 - Transform services / outcomes for residents

Our current structure often requires IT time in order to facilitate Digital Transformation, this then has to compete with the priorities IT have above. Therefore, to get into the top 3 of the IT dept to do list and therefore get work done it either needs to be critical or someone has to move it to the top of the list.

Issue:

- New ways of working has surfaced a number of new initiatives that require time from the Digital team
- This will undoubtedly require time from the IT team as well
- Headcount is light in both teams, limited capacity to take on new work
- The New Ways of Working programme recommendations are potentially at risk and therefore the savings / income if we don't have the internal capabilities to develop the new services / solve the challenges

More generally there have been some changes to the way buying decisions are being made, we are now looking at suppliers and how much we buy from them in total and therefore re-negotiating contracts but last time I checked there wasn't a council wide strategy to move us towards a NWW vision in 5

years. We don't seem to have a master plan / vision that describes how the council will operate from a Digital capacity in that time and therefore what the benefits will be...

I'd like to understand

- Current structure of IT and DT and how we could improve this / are there plans to do this?
- Investment that will be needed to fulfil the NWW proposals – where is this coming from
- Timeframes around NWW – and options, e.g. under the current structure / funding we can deliver x number of projects per year vs if we invest Y we can do XX

If we don't make the investment what impact will this have on future savings / investment

Review Membership:

Chairman:

Vice-Chairman:

Lead Officer: Andy Day

Information Required:

Witnesses: