

## **Overview and Scrutiny Review Matrix**

**Review Topic: ICT/Digital Transformation**

**Timescale:**  
**Start: Upon**  
**completion of**  
**LRIE TG**  
**Finish: tbc**

### **Review Rationale:**

1. To review the current ICT / Digitisation Strategy and how far it has got. The Strategy is to be updated in light of the new Council Strategy so this review would be timely.
2. A review of the Corporate Digitisation Programme – this includes a number of corporate projects which are being overseen by the Customer First Programme Board. They are at various stages.
3. New Ways of Working Reviews – these are being done for each Service although only one has been agreed and published (Development and Planning). As stated earlier these Reviews are generating a large number of digital recommendations so there will inevitably be a queue and a need to prioritise even though some additional resource has been found.

### **Key Questions:**

1. Is the Council's current digitisation strategy fit for purpose and how do we keep it up to date?
2. What does implementation progress look like and is it driving the required change?
3. Are there any barriers beyond resources?
4. How does prioritisation work? Is the process driven by business cases?
5. Is the project management effective?
6. Is there evidence that the outcomes are being delivered?
7. Should the Council commission a Digitisation Healthcheck?

**Review Membership: tbc**

**Chairman: tbc**

**Vice-Chairman: tbc**

**Lead Officer: Stephen Chard**

### **Information Required:**

#### **Witnesses:**

Kevin Griffin – Head of Customer Services and ICT  
Phil Rumens – Digital Services Manager