



# Digital Strategy

Delivery roadmap, high level deliverables

*Sept 2024*

*Version 1*

# Delivery Roadmap Ambitions 1 to 3

0 – 6 months

## Ambition 1: Digital Partnerships

Data sharing agreements with public sector orgs

Talent pipeline for cyber security roles

Increase social value from suppliers

Maximise value from suppliers

Build and develop local skills partnerships

Tackle digital exclusion with local partners

Increase access to open data

Use AI to link through to district councils' content

Share digital infrastructure with public sector partners

Collaborate and innovate with universities

Innovation labs with local partners, business and charities

## Ambition 2: Great resident digital experience

Migration of forms to central digital platform

Blue badge service redesign

Website redesign

Complaints management solution

Customer Experience strategy

Customer journey redesign programme

Streets/ pothole reporting redesign

Bus pass redesign

Cognitive search for web

Central digital platform for customer records

## Ambition 3: Innovate through data and AI

Strengthen data governance

Implement Master Data Management tool

Experiment with AI Innovation use cases

Rollout gen AI features and predictive data methodologies

Future Transport Mobility Platform

Expand the use of Robotic Process Automation

Define AI principles and ethics framework

Renewed data strategy

Automate & streamline SEND admin processes

Increased data training offer

6 – 24 months

24 to 60 months

# Delivery Roadmap Ambitions 4 to 6

0 – 6 months

6 – 24 months

24 to 60 months

## Ambition 4: Technical foundations

Share technology assets with public sector orgs

Leverage street/road assets to support future mobility

Collaboration between digital and highways

Moving from legacy to core technology

Enterprise direct debit and payment solution

Single sign on to improve customer journey

Expand connectivity infrastructure

Corporate CRM

Strengthen governance and design principles

Share infrastructure with commercial sector

## Ambition 5: Skills, culture and ways of working

Digital delivery model

Introduce Human Centred Design roles

Residents panel for service design

Digital skills academy

Improve access to our internal IT support

Intranet redesign and intelligent search

Digital coaching and awareness training

Internal process automation to drive efficiencies

Elected member induction and ongoing training plan

## Ambition 6 Digital in social care

Develop our social care systems and processes

Improve digital referral process

Tech enabled care for monitoring & prevention

Digital training and support for SC workers

Ramp up innovation projects in social care

Connected Care Record

Data Security Protection Toolkit to care providers

Data insights to improve multi-service working

Social care service directory

Social care on line assessments

Technology advice for care providers

Virtual wallet for residents to procure care services