

# Governance, Risk and Best Value Committee

10:00am, Tuesday 8<sup>th</sup> March 2022

## Quarterly Status Update – Digital Services

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| Executive/routine<br>Wards<br>Council Commitments | Executive<br>All |
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### 1. Recommendations

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- 1.1 It is recommended that the Committee reviews, scrutinises and notes the progress detailed in this quarterly update.

**Richard Carr**

Interim Executive Director of Corporate Services

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## Quarterly Status Update – Digital Services Programme

### 2. Executive Summary

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- 2.1 The purpose of this report is to provide a quarterly progress update upon the Council's Digital Services programme of works. The Council and our technology partner, CGI UK Limited, have continued to work in partnership to increase the pace of delivery to improve core digital services, achieve further improvement and progress the associated major systems changes and developments which will further enable and enhance our citizen facing services and the internal business operations of the Council.

### 3. Background

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#### **Council Digital and Smart City Strategy**

- 3.1 In October 2020, the Policy and Sustainability Committee approved the Council's new Digital and Smart City Strategy (2020-2023) which describes how we will embrace innovative technical solutions to meet rapidly evolving and changing citizen and business needs, respond to the changing shape of the organisation, provide value for money and enable us to respond to opportunities for improved joint working with our community planning partners.
- 3.2 Our strategic technology partnership with CGI was extended to the end of March 2029 following negotiations between the Council and CGI with formal approval to the extension being given by the Finance and Resources Committee on 27 August 2020. This contract extension enables the Council to deliver further digital enhancements and improvements to our services and will yield further financial savings, building upon the progress made in partnership with CGI to date. As a part of this extension, a greater focus will be given to digital change management, enhanced service delivery and the development of new strategic solutions.
- 3.3 The digital environment in which we operate continues to evolve. The approved Digital and Smart City Strategy and our extended partnership with CGI provide a clear strategic direction, leadership, capacity and support for both the Council and the City's future digital ambitions. These ambitions will be aligned with the Council's refreshed business plan, the Edinburgh 2050 City Vision, the work of the Adaptation

and Renewal programme and the work with community planning partners and the Edinburgh and South East of Scotland City Region Deal.

- 3.4 The implementation of the Strategy has been supported by significant investment in Digitally Empowered Learning and Smart Cities specific projects, approved by the Council at the Budget setting meeting on 18<sup>th</sup> February 2021.

## **4. Main report**

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- 4.1 Since the last quarterly update to the Committee, improvements have continued to be made in both service delivery and incident management, along with progress and delivery in our Strategic Programme of Work.

### **Strategic Programme of Work**

- 4.2 The Digital Services Strategic Programme of Work presents a portfolio of projects to support the execution of the Council's Digital and Smart City Strategy over the next 12 months. The remaining elements of the delivery of the six main transformational programmes previously reported on, ERP and Business Intelligence, are incorporated within this and updates are provided for these.
- 4.3 The Strategy defines the principles that support project decisions and choices in relation to priorities, funding models, resourcing, scheduling, hosting, security and application architectures.
- 4.4 Progress on the work programme will be monitored through this Committee quarterly. A high-level snapshot of the 2021-22 plan is included in Appendix 3 for reference. Key highlights from the programme are detailed in this report.

### **Barclaycard Online Payments**

- 4.5 We successfully completed the final migration of the adult education booking system on to the new Barclaycard payment gateway in December, following previous migrations of the Contact Centre CRM, the outdoor learning booking system, the planning and building standards portal, and the Yakara mobile payment system. Further work will conclude in January to archive legacy data into a secure area and complete the project closure report.

### **Social Care Rostering**

- 4.6 We have now appointed a project manager and set up the project board to oversee the introduction of a new rostering and mobile workforce solution for Homecare and Reablement services. The project will drive efficiencies and support new ways of working to deliver the best quality of care, adopting a three conversations approach, and supporting individuals to live independently in their own home, offering the right care and support, at the right time and in the right place.

### **Housing Asset Management**

- 4.7 Following the successful upgrade of iWorld Housing to v6.19, further planning is underway to introduce version 6.22 which introduces Housing Asset Management, Asbestos and Condition Surveying functions. The first phase of this programme is scheduled to go live in Q2 2022.

### **Print Project**

- 4.8 Following the successful model office trials of the new Apogee printers and MFD devices last November/December, work started in January to rollout of new devices into schools and corporate offices. This will cover approximately 350 sites within Edinburgh and two outdoor education centres situated near Aviemore and Dunoon.

### **Enterprise Resource Planning (ERP)**

- 4.9 The ERP Programme, which will deliver a range of upgrades and improved interfaces between core systems in Finance, HR/Payroll and Banking and Payments Services is now in full delivery with contracts in place with the Council, CGI, and the sub-contracted Oracle integration and managed service partner.
- 4.10 Key activities include the Oracle Financials R12 upgrade with work in progress to complete phase 2 of system integration testing and further preparations underway for the next cycle of User Acceptance Testing.
- 4.11 Confirmed programme costs have been built into the financial model, which is rigorously monitored by Finance and the programme board. Internal Audit remain fully engaged with and provide agile audit support for this programme.

### **Business Intelligence**

- 4.12 The Business Intelligence (BI) project aims to integrate and leverage software information assets, and to transform data into actionable insights that drive the Council's strategic and tactical business decisions.
- 4.13 Over December we successfully signed-off the final dashboards for the Confirm asset management system within Waste Services, which in conjunction with the Routesmart waste collection dashboards, completes delivery of the contractual elements of the Business Intelligence transformation programme. Further work is now underway to build new reports for HR and Homelessness services, and to develop a strategic plan to transition business intelligence support and development capabilities over to Council teams by March 2023.

### **People's Network**

- 4.14 We are working closely with CGI and the Life-Long Learning team to finalise plans and costs for the upgrade of the devices attached to the People's Network in libraries which provides free public access PC's and Wi-Fi connectivity. The upgrade will not only improve performance and resilience, but also offer new services such as wireless print and future options to integrate customer hubs services into libraries. We are targeting to complete the upgrade by June 2022.

### **Website Developments and Accessibility**

- 4.15 Work continues to upgrade the Council's core websites and intranet platforms, and to rework web content to make it more accessible for people with disabilities. We are also making good progress in driving down the number of standalone websites and transitioning content into the Council's Jadu portal. Websites that are now being migrated into Jadu include "Edinburgh Guarantee" and "Foster with Edinburgh".

### **Waste Management**

- 4.16 Work has completed to deploy ICT infrastructures – networks, firewalls, databases, and applications, for the new weighbridge system at the Bankhead and Seafield depots and final User Acceptance Testing (UAT) took place in early 2022. The information that this software will provide will assist the Council in better managing wastage, reduce running costs, improve recycling and help ensure compliance with legal requirements.

### **Housing Repairs and Mobile Working**

- 4.17 Earlier last year we successfully closed Phase 2 of the Housing Repairs project which has delivered a new mobile workforce management solution for Empty Homes and Gas Servicing as well as further enhancements to the Repairs archiving system. Planning activities are now underway for Phase 3 which will deliver further efficiencies and service improvements.

### **Civica CX**

- 4.18 Work continues on the Civica CX project which will replace the legacy Civica APP system with an upgraded cloud-based solution to drive business improvement and transformation across Licencing, Trading Standards, Food Safety and Hygiene. The project is being delivered in phases with Phase 1 now underway to transition Licencing from APP onto CX and planning for Phase 2 is in progress.

### **Telephony**

- 4.19 Following the introduction of the capability to use work telephony systems from home in April 2020 for some key staff and system upgrades in December 2020, we are now working on a pilot to introduce "softphone" functionality into the telephony system which will enable selected users to use their laptops at any location with a network connection to make and receive telephone calls using their office number.
- 4.20 These improvements create greater flexibility for future service design models and agile service delivery.

### **Computer Added Facilities Management (CAFM)**

- 4.21 A project remains underway between Digital Services and Property and Facilities Management, to phase out the AS400 legacy system and introduce a new solution, CAFM, for the management of corporate properties and programmes.

- 4.22 As part of the project we successfully moved the CAFM application into the Technology Forge Cloud - which both improved performance and offers new features and functionality.

### **Property ICT Programme**

- 4.23 We have a very busy schedule of ICT infrastructure projects underway to support the capital property programme including the installation of networks, Wi-Fi, telephony, printers, and other ICT equipment in new and refurbished buildings. Key projects which have recently completed include Victoria and Frogston Primary Schools and the Liberton High School temporary unit. Other building projects which are underway include St Crispins Primary, Panmure Hub, Canaan Lane Primary, the new Castlebrae High School, and work associated with the ongoing nursery expansion programme.

### **Hosted IDOX**

- 4.24 A 12-month project is now underway to migrate the Uniform Planning and Building Standards system into the IDOX Cloud. The project will also include the upgrade of the Public Access Portal which provides an efficient and easy-to-use way for members of the public to search for and track planning applications.

### **Civica Legal**

- 4.25 The Civica Legal application server has been successfully upgraded and data migrated. Initial user training has now completed and following further feedback updates are being made to the application. A new version of the application has been released to the clients.

### **Microsoft 365**

- 4.26 A number of significant Microsoft 365 technical, security and user-facing improvements have been fully rolled out. These include:
- One Drive has now been fully rolled out across the Corporate Estate and being cloud based, means staff are able to access their files on the go, on any device, and share much more easily
  - MS Teams recording has been introduced with recordings automatically being saved to OneDrive
  - development of a strategy for release of further Teams and M365 applications is in planning
  - continued updates to the Teams application including seminars, breakout room support, improved presentation capabilities and many minor improvements to the Teams interface.
- 4.27 A larger early adopters' group for sensitivity labelling (Microsoft Information Protection) commenced in early December in email, and Word, Excel and PowerPoint documents. This will be followed up by a questionnaire to ensure staff are comfortable using it.

### **Capture Replacement**

- 4.28 Work continues to investigate options to replace the remaining elements of the legacy CRM system, Capture, which is primarily used to manage Complaints and Housing Repair requests. Capture also supports some Clarence requests, e.g., Trees, Parking Meters, bus shelters and traffic signal queries. A tactical upgrade of Capture is underway whilst long term solutions are being examined.

### **Partnership Working**

- 4.29 We are continuing to work with NHS National Services Scotland (NHS NSS) and using our in-house Geographical Information Systems (GIS) capability to improve the data we have in modelling COVID-19 outbreaks to assist in our response to this.
- 4.30 This work is part of a wider data sharing project with NHS NSS and both Glasgow City Council and Aberdeen City Council. NHS Lothian is following the outputs of this work closely and we are sharing this with them.

### **Change Processes**

- 4.31 Over March to April last year, we ran a series of structured interviews with teams from both City of Edinburgh Council and CGI, to capture user feedback on the effectiveness of the current ICT change processes and ideas for improvement. In response to the review, further work is now underway to deliver a change improvement action plan which will set out a series of specific and measurable improvement tasks with clearly defined owners and timeframes.

### **Digital Working Groups**

- 4.32 We are continuing to work with areas across the Council to set up new working groups with our relationship managers to coordinate digital developments within their service areas and identify and drive forward new opportunities to harness technology to deliver service improvements, efficiencies, and underpin new ways of working.

### **Customer Digital Enablement**

- 4.33 We are continuing to expand the range of online services offered to citizens through our CRM system. Over the reporting period we successfully launched new forms for Scottish Milk and Healthy Snack scheme, COVID Grant application for Leisure and Hospitality and primary 1 school registrations. Further work is underway to develop improved functionality around the grit bin transactions as well as to develop further new forms around chairs and tables permits, care home financial assessments, dropped kerb requests and disabled parking bay transactions.
- 4.34 Work continues to integrate the CRM with our housing and workforce scheduling systems to allow citizens to book housing repair appointments online. Additional development around the CRM knowledge base and new webchat / web-bot solutions is underway as well as further work to integrate the Council's telephony platform with the CRM.

4.35 The team continue to make good progress to develop a comprehensive data set that can be broken by service type and transaction. The first iteration includes performance information such as percentage of open/closed cases and the average time taken to resolve following the originating request. This data will be aligned with performance targets, identified by service area. Further development work is also ongoing to produce volume and age profile of open cases at a ward level. This initial dataset will be reported in the first quarter of 2022 and will be developed to deliver detailed location-based reports that best meet the needs of users and stakeholders. Over time this data will be enhanced to include more detailed analysis including customer satisfaction figures.

### **Empowered Learning**

4.36 Work began in April 2021 on the delivery of the Empowered Learning solution which will provide every pupil from P6 to S6 with a device and access to devices for all P1 to P5 pupils as well as augmentation of our existing wireless network in schools. This programme has now also been expanded to include Early Years.

4.37 The work is being carried out in partnership with CGI.

4.38 Benefits of this programme include:

- Equity of access from P6 to S6, ensuring all pupils have personal access to digital learning with their teacher in school or at home
- Effective digital workflow to increase engagement, improve teacher feedback and raise attainment
- A range of powerful accessibility features to improve access to the curriculum for pupils with additional support needs
- Learners can work online simultaneously in a class or collaboratively outside the classroom
- High quality digital applications for productivity and creativity, providing increased personalisation and choice
- Development of learning, thinking and digital literacy skills vital for success in today's rapidly evolving, technological society.

4.39 Network surveys have now been completed for all Primary, Secondary and Special schools identifying the upgrades required to support the new solution and both cabling work and installation of additional Wi-Fi Access points has begun.

4.40 The solution has gone through User Acceptance Testing and the first devices were delivered to schools in December 2021. The implementation plan has been agreed with Head Teacher groups and will continue throughout 2022, concluding in December 2022.

4.41 Communications are ongoing with all Head Teacher groups and engagement has taken place with both pupils and parents/carers to discuss the programme.



4.42 The training programme, devised by Aspire2B, will support teachers and support staff involved in the rollout of devices has been made available to all staff.

### **Digital and Smart City Strategy**

4.43 The Implementation Plan to support the Digital and Smart City Strategy has been developed and can be found in Appendix 4.

4.44 This Plan will be reported as part of this quarterly update and will be reported to Policy and Sustainability Committee annually in the update on the delivery of the Strategy. Key deliverables which are significantly changed, or which will no longer be taken forward will be added to the table at the end of this. There are no deliverables in this category at this point.

4.45 The Plan is a snapshot of work at a point in time. The date of this is noted on the plan.

### **Council 2022**

4.46 There is an IT workstream forming part of the wider Council 2022 programme. We will focus on several areas including

- Devices for Council 2022
- Access to Apps on iPads/iPhones
- Documentation/Training
- Return of old devices.

### **Library Re-opening**

4.47 Digital Services and CGI have been working closely with Library Services over the period of the pandemic as libraries have started to re-open to the public. This involves support where devices have been switched on after a long period of shutdown and in the movement of equipment where layouts of libraries have been redesigned. We are also working, as part of the ICT Property Programme, on the new library at the Macmillan Hub in Muirhouse and the Fort pop up library which has been established to enable Leith Library to continue as a testing centre.

### **HR & Payroll System**

4.48 We are currently working in partnership with CGI on a Request for Proposal (RFP) for a new HR & Payroll system. The process is currently underway and the Council will receive the output from this is mid-March after which the Service will be able to decide on a preferred supplier.

4.49 A separate proposal is also underway to explore options for access to the Orb for our employees who do not currently have access to IT systems.

### **Core Digital Service Performance**

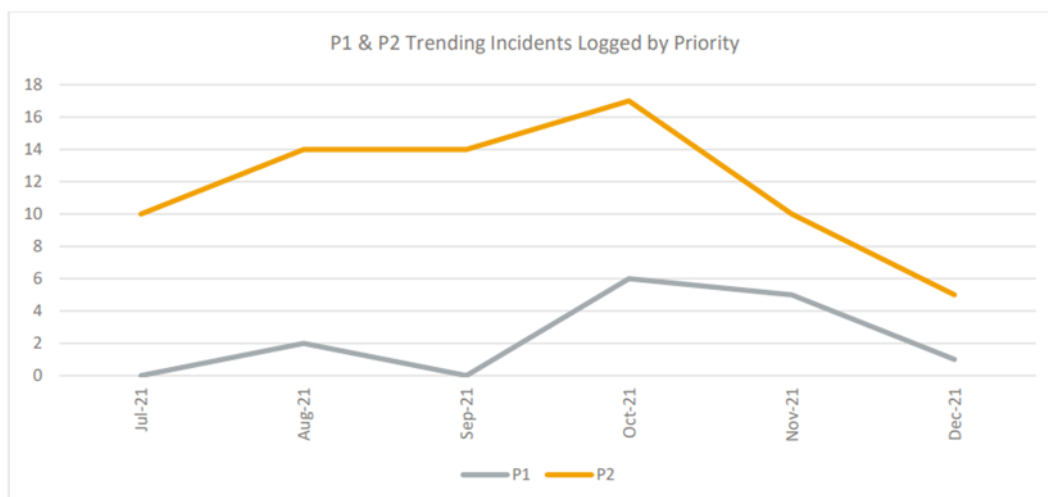
4.50 Service performance is driven through a set of twenty-four key contractual measures that, in turn translate to a set of key performance indicators (KPIs). Service incidents definitions can be found in Appendix 1.

4.51 Since the last report to Committee, service level agreement (SLA) attainment levels have continued to remain stable and at normal/expected levels.

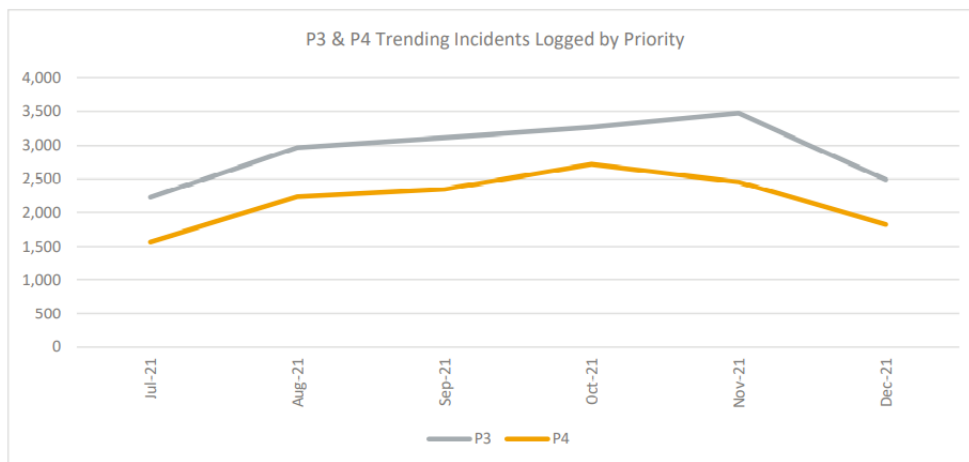
4.52 Customer (User) satisfaction scores for the last two quarters of 2021 remained high – and well above KPI levels. Levels dipped slightly over June/July attributable to the lead times for provision of new laptops but have remained stable since.



4.53 The volume of Priority 1 (P1), or the highest severity incidents, has returned to a low and acceptable number. The work to improve the infrastructure across our Learning & Teaching network has concluded and the graph reflects this return to acceptable levels for our highest severity incidents. The volume of Priority 2 (P2) incidents has also returned to a stable and acceptable level.



4.54 The overall volume of non-critical Priority 3 (P3) and Priority 4 (P4) incidents shows a steady and stable pattern over the last six months with a slight dip over the Christmas period as schools closed and colleagues took leave.

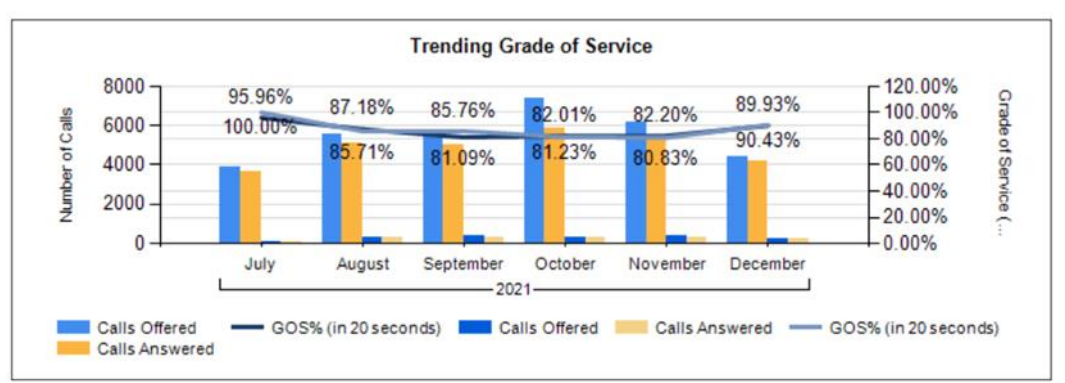


#### 4.55 Call Volumes

| Priority      | Jul-21      | Aug-21      | Sep-21      | Oct-21      | Nov-21      | Dec-21      | Total        |
|---------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
| Critical (P1) | 0           | 2           | 1           | 5           | 6           | 1           | 15           |
| High (P2)     | 9           | 15          | 17          | 17          | 10          | 5           | 73           |
| Medium (P3)   | 2232        | 2965        | 3110        | 3270        | 3473        | 2492        | 17542        |
| Low (P4)      | 1570        | 2231        | 2344        | 2715        | 2453        | 1823        | 13136        |
| <b>Total</b>  | <b>3811</b> | <b>5213</b> | <b>5472</b> | <b>6007</b> | <b>5942</b> | <b>4321</b> | <b>30766</b> |

4.56 Call volumes have remained at stable and acceptable levels. Appendix 2 provides a comparison of P1-P4 calls over five full years to December 2021 and highlights the overall reduction in calls over the last few years and the stabilisation of volumes.

4.57 As our call volumes have stabilised and colleagues have become accustomed to remote working, the grade of service has improved.



## **Cyber Security Management**

- 4.58 The Council and CGI teams are collaboratively managing Security Risks continuously across the estate. The security risks cover a range of issues from the new Cyber Resilience Framework vendor management to user account privileges that ensure the Government or legal frameworks by service improvements, integration or removal, are not at risk.
- 4.59 The Security Risk Management Plan (RMP) has continued its quarterly reviews and risk owners have been asked to provide regular updates to improve on the risk appetite by both partners in this framework, the Council and CGI. Enhanced reporting has been developed between key stakeholders within CGI and the Council.
- 4.60 The Council has engaged with the cabinet office re PSN 2022 submission. A penetration test was carried out in November 2021, and the results from this were received by the Council and CGI mid-January. The Council's submission to the cabinet office, including a remediation action plan for issues found will be made, as required, in advance of the March renewal date.
- 4.61 The Council has again successfully achieved both the Cyber Essentials and Cyber Essentials Plus enhanced certification in 2021. The Council have been advised that the scope for Cyber Essential Plus 2022 assessment has been revised by the National Cyber Security Centre and the Council are assessing the impact of this.
- 4.62 The Council has provided evidence to support the Scottish Government's Public Sector Cyber Action Plan Cyber Resilience Framework (PSCAP CRF) to the Scottish Government in late January. This is the first evidence request from the Scottish Government for this.
- 4.63 During the pandemic, and with more users working remotely, security incidents have remained low thanks to the training programmes and communication plans set out by the Council. Monthly e-Learning for Cyber Security continues to be successfully rolled out across the Council. The Council Cyber Security team are looking to implement a number of improvements to this in the first quarter of 2022.
- 4.64 The Microsoft 365 roll out created some security challenges, which were within our acceptable risk appetite, due to the agile and essential method of deployment. A full security review of the core components of M365 has been completed and approved by the Council and CGI. The new mobile device management (MDM) platform, Intune, has enabled us to have greater control, policy enforcement and management of our mobile device estate.
- 4.65 Monthly automated vulnerability scanning is now in place across both Corporate and Learning and Teaching estates. In addition to this, and to provide additional assurance CGI are conducting separate quarterly scanning of the Corporate estate. The Council and CGI are working through the vulnerabilities identified with a view to reducing the overall numbers. The Council have also asked CGI to undertake

Penetration Testing of the Learning and Teaching Environment this is due to commence in April 2022.

- 4.66 The Council has approved a change with CGI to implement additional e-mail security protocols known as DMARC/DKIM which reduce the risk to the Council of spoofing the Council email domain, the first project meeting has taken place. It is anticipated this will take between 12-15 months to fully implement.
- 4.67 The Council is an active member of the CisP community, an initiative developed by the National Cyber Security Centre (NCSC) to allow for collaboration on Cyber Security initiatives and also provides a platform for sharing threat intelligence information, examples of this are the recently discovered LOG4J vulnerability that impacts many systems and services. CGI remain pro-active on remediation activities.

### **Governance, Audit and Contract Management**

- 4.68 The Council and CGI have an operational governance framework in place, built upon the requirements of the partnership contact. This includes regular reporting to the Corporate Leadership Team's Change Board on the delivery and development of major transformation programmes, in accordance with the Council's approved approach to managing major projects and change.
- 4.69 Internal Audit have planned Audits in the 2021/22 Audit Plan for the Development of the Digital & Smart City Strategy, Technology Vulnerability Management and CGI Performance Management. Digital Services will also be involved as a contributor in several other planned audits.
- 4.70 Digital Services currently has 20 open audit actions owned by either CEC or CGI – 10 high, 8 medium and 2 low findings. Two high rated findings are awaiting review by Internal Audit. These are being actively managed and kept under regular review by the Service Director and the Digital Services Senior Management Team. The Chief Digital Officer also meets regularly with the Chief Internal Auditor to discuss and review audit related issues.

### **CGI - Community Benefits**

- 4.71 CGI has continued its programme of tree planting across Edinburgh, with trees planted at the Jack Kane Centre, Ratho Primary School, Craigmillar Park Golf Club and Cyrenians School.
- 4.72 CGI has also undertaken kit sponsorship in a number of settings including James Gillespie's Netball Team and Leith Rugby Youth Development.
- 4.73 CGI have recently committed working with the One City Trust to provide technology related support and guidance to four different organisations across the city.
- 4.74 These are:
- **Corstorphine Community Centre:** provide a technical hub for community use, help with WiFi and IT infrastructure improvements. CGI Volunteers have established the need for an Infrastructure and technology assets

review, options appraisal of a document sharing solution, development of an online booking system. Referred the Centre to Dacoll for Wi-Fi Assessment.

- **Four Square** improve the Union Canal for all local communities, help with website development and running a digital public consultation. CGI volunteers are actively working to having communication channels ready including social media and new website for renaming over coming months. Support requested with Microsoft eligibility process for non-profits. The CGI member has also volunteered in a personal capacity to continue ongoing support.
- **The Open Door** drop- in centre for men over 60, help to develop a new website. CGI volunteer has created a website on a basic template. Prototypes have been shared and awaiting feedback provided with changes now in progress.
- **Lochend Football Academy** local community football club working with children from deprived areas and the homeless. CGI Volunteer has undertaken initial discussions with the organisation with a view to expanding free access Wi-Fi and drive greater online presence.

## 5. Next Steps

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- 5.1 The Council continues to further strengthen and improve our management, governance, security and delivery arrangements for the digital programme in partnership with CGI. The approval of our Digital and Smart City Strategy provides the strategic direction for the next phases of our digital developments. The approval of this strategy also informs the future prioritisation of investment, both capital and revenue, in digital activities.

## 6. Financial impact

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- 6.1 Our partnership with CGI is saving the Council an estimated £6m per annum against the 2015/16 baseline spend on ICT with our former partner, BT. Over the first phase of the Council's contract with CGI, this will save £45 million. The Committee should note that this saving has already been fully assumed and incorporated as part of the Council's Medium-Term Financial Framework and planning assumptions.
- 6.2 During 2018 the Finances and Resources Committee approved a negotiated 'variation' to the baseline contract which realised a further £11m of savings and reset of all digital transformation programmes.
- 6.3 On the 27 August 2020, the Finance and Resources Committee approved a 6-year extension to end March 2029 following negotiations between CGI and the Council, realising a further saving of £14.1m. This contract extension enables the Council to

realise financial savings and build on the progress made in partnership with CGI, with greater focus upon change management and enhanced service delivery.

## **7. Stakeholder/Community Impact**

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- 7.1 The Council's Corporate Leadership Team (CLT) risk register formally identifies digital capabilities and information governance as a risk and ensures that sufficient mitigations and active management of risks continues to be undertaken. This is further complemented by risk reporting and management in respect of information governance, including Data Protection Compliance.
- 7.2 The Council's Change Board actively monitors and tracks progress on all Council wide programmes ensuring that targeted action is taken should timelines, benefits or costings deviate from the original business case, this includes the ICT programme.

## **8. Background reading/external references**

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- 8.1 [Digital & Smart City Strategy 2020-23](#)

## **9. Appendices**

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- 9.1 Appendix 1 - Incident Definitions
- 9.2 Appendix 2 - Year on Year service level agreement (SLA) Volume Comparison 2017-2021
- 9.3 Appendix 3 – Strategic Programme of Work
- 9.4 Appendix 4 – Digital & Smart City Implementation Plan

## Appendix 1 - Incident Definitions

### "Severity 1 Service Incident"

A Service Incident which, in the reasonable opinion of the Authority:

- (a) constitutes a loss of the Services which prevents a large group (of at least 50) End Users from working; or
- (b) has a critical impact on the activities of the Authority; or
- (c) causes significant financial loss and/or disruption to the Authority; or
- (d) results in any material loss or corruption of Authority Data; or
- (e) results in a P1 being Non-Available; or
- (f) causes an entire business area to be unable to work.

Non-exhaustive examples include: A failure of the Services to provide user authentication service; or at least 50 End Users unable to work or a P1 failings its KPI Availability targets.

### "Severity 2 Service Incident"

A Service Incident which, in the reasonable opinion of the Authority:

- (a) has the potential to have a major (but not critical) adverse impact on the activities of the Authority and no workaround acceptable to the Authority is available; or
- (b) has the potential to cause a financial loss and/or disruption to the Authority which is more than trivial but less severe than the significant financial loss described in the definition of a Service 1 Service Incident; or
- (c) causes financial loss and/or disruption to the Authority; or
- (d) affects greater than 25 but less than 50 End Users; or
- (e) results in a P2 Application being Non-Available.

Non-exhaustive examples include: Corruption of organisational database tables or loss of ability to update Authority Data.

### "Severity 3 Service Incident"

A Service Incident which, in the reasonable opinion of the Authority:

- (a) has the potential to have a major adverse impact on the activities of the Authority which can be reduced to a moderate adverse impact due to the availability of a workaround acceptable to the Authority; or
- (b) has the potential to have a moderate adverse impact on the activities of the Authority; or
- (c) affects less than 25 End Users; or
- (d) results in a P3 Application being Non-Available;

Non-exhaustive examples include: inability to access data or a class of customers.

### "Severity 4 Service Incident"

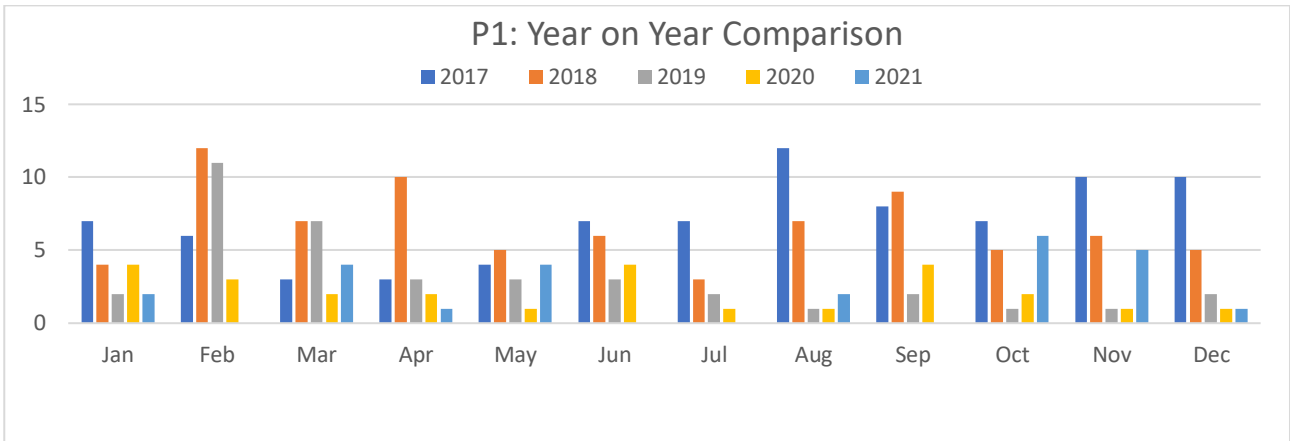
A Service Incident which, in the reasonable opinion of the Authority has the potential to have a minor adverse impact on the provision of the Services to End Users.

Non-exhaustive examples include an inability to access data for a single customer.

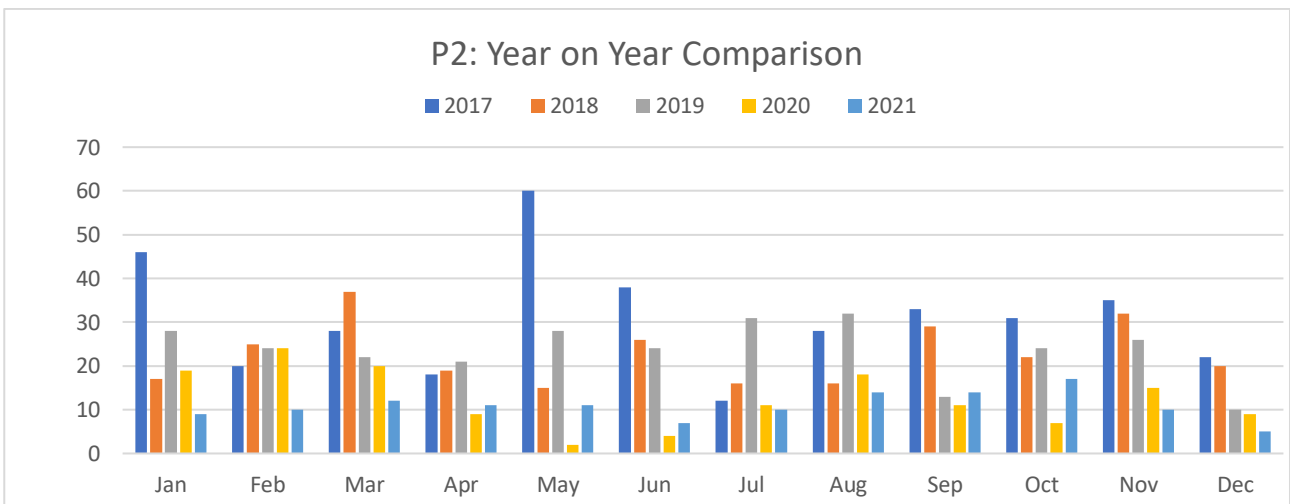


## Appendix 2 - Year on Year SLA Volume Comparison – 2017-2021

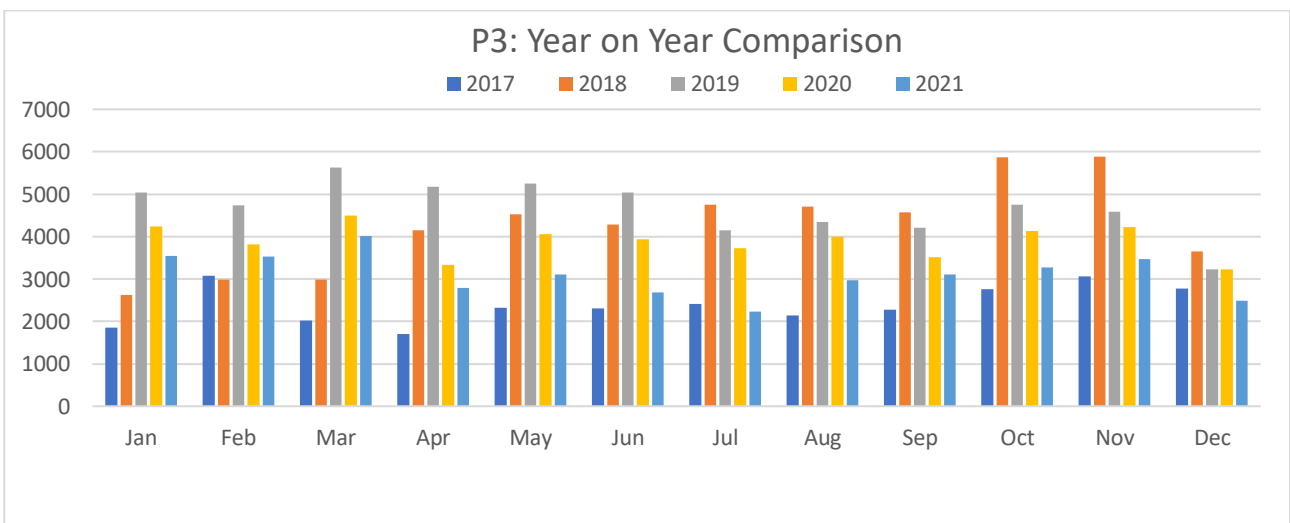
### P1: Year on Year Comparison



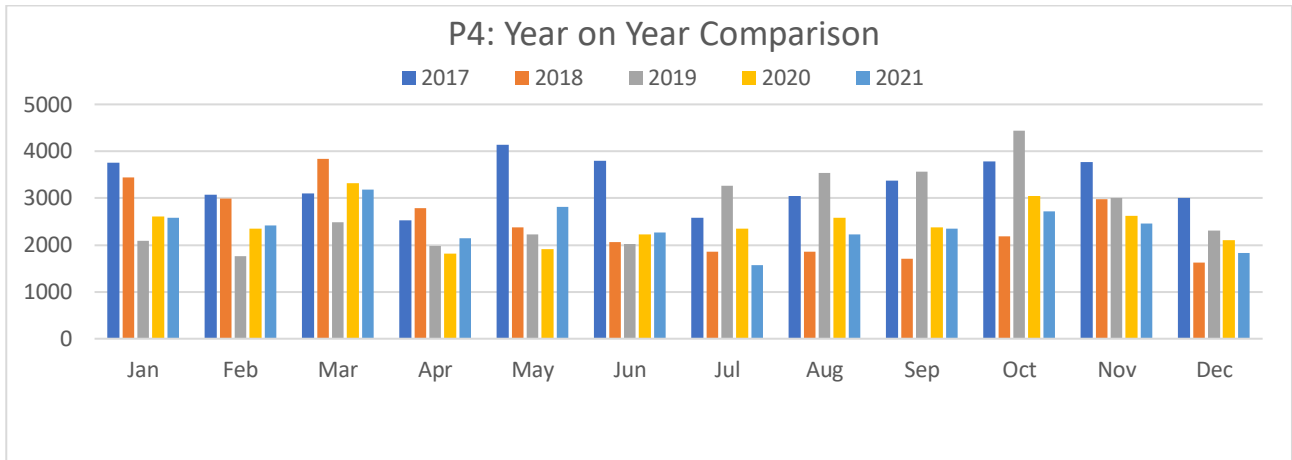
### P2: Year on Year Comparison



### P3: Year on Year Comparison



## P4: Year on Year Comparison



## Appendix 3 – Strategic Programme of Work

| DIGITAL SERVICES - STRATEGIC PROGRAMME OF WORK - DECEMBER 2021 |                                     |   |           |     |     |     |     |     |           |     |     |     |     |     |     |     |     |     |     |     |     |
|--|-------------------------------------|---|-----------|-----|-----|-----|-----|-----|-----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Category   | Project                             | Comment   | YEAR 2021 |     |     |     |     |     | YEAR 2022 |     |     |     |     |     |     |     |     |     |     |     |     |
|  |                                     |   | Jul       | Aug | Sep | Oct | Nov | Dec | Jan       | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |     |
| Legislative  | Elections                           | Delivering ICT systems and support for the Parliament and Local Authority Elections           |           |     |     |     |     |     |           |     |     |     |     |     |     |     |     |     |     |     |     |
|  | Revenues & Benefits Annual Billing  | Annual Council Tax, Non Domestic Rates and Business Improvement Districts billing projects    |           |     |     |     |     |     |           |     |     |     |     |     |     |     |     |     |     |     |     |
| Legislative  | Year End Closures                   | Annual Finance Systems Year End   |           |     |     |     |     |     |           |     |     |     |     |     |     |     |     |     |     |     |     |
| Customer & Web   | Customer Digital Engagement Program | Rolling programme of Channel Shift / Customer Digital Enablement (CDE) projects               |           |     |     |     |     |     |           |     |     |     |     |     |     |     |     |     |     |     | /// |
| Customer & Web   | - CDE Repairs Direct                | Integrated on line bookings for Housing repairs   |           |     |     |     |     |     |           |     |     |     |     |     |     |     |     |     |     |     |     |
| Customer & Web   | - CDE Reporting / Payment Forms     | Rolling programme of reporting/payment form developments e.g. grit bins, school placements    |           |     |     |     |     |     |           |     |     |     |     |     |     |     |     |     |     |     | /// |
| Customer & Web   | Website Development Programme       | Rolling programme of website developments and accessibility improvements                      |           |     |     |     |     |     |           |     |     |     |     |     |     |     |     |     |     |     | /// |
| Transformation   | Health & Social Care Rostering      | Upgrade of online workforce management and rostering system                                   |           |     |     |     |     |     |           |     |     |     |     |     |     |     |     |     |     |     |     |
| Transformation   | ERP Project                         | Oracle eBusiness suite upgrade, Accounts Receivable migration                                 |           |     |     |     |     |     |           |     |     |     |     |     |     |     |     |     |     |     |     |
| Transformation   | Housing Asset Management - Phase 1  | Housing stock asset management system upgrade   |           |     |     |     |     |     |           |     |     |     |     |     |     |     |     |     |     |     |     |
| Transformation   | Regulatory Service -CX Project      | Upgrade of legacy case management system with the cloud based Civica CX product               |           |     |     |     |     |     |           |     |     |     |     |     |     |     |     |     |     |     |     |
| Transformation   | Total Mobile - Phase 3              | Further upgrades to the mobile Housing Repairs workforce application - timeframes TBC         |           |     |     |     |     |     |           |     |     |     |     |     |     |     |     |     |     |     |     |
| Transformation   | Smart Cities (SC) Programme         |   |           |     |     |     |     |     |           |     |     |     |     |     |     |     |     |     |     |     | /// |
| Transformation   | - SC - Empowered Learning           | Empowering Learners through access to digital platforms & apps. Phased rollout over 2022.     |           |     |     |     |     |     |           |     |     |     |     |     |     |     |     |     |     |     |     |
| Transformation   | - SC - City Operations Centre       | Creating a smart city ops centre to deliver transformative digital services                   |           |     |     |     |     |     |           |     |     |     |     |     |     |     |     |     |     |     | /// |
| Transformation   | Business Intelligence (BI)          | Delivering a consolidated BI reporting service that provides performance dashboards & reports |           |     |     |     |     |     |           |     |     |     |     |     |     |     |     |     |     |     | /// |
| Transformation   | Hosted IDOX                         | Migration of Planning & Building Standards application into the IDOX Cloud                    |           |     |     |     |     |     |           |     |     |     |     |     |     |     |     |     |     |     |     |
| Transformation   | Rolling GIS / Mapping Programme     | Including working with NSS and in-house GIS team to model of COVID-19 outbreaks.              |           |     |     |     |     |     |           |     |     |     |     |     |     |     |     |     |     |     | /// |

|                     |   |  |  |   |   |   |         |                   |                               |  |   |  |         |   |   |  |  |         |     |     |  |
|---------------------|---|--|--|---|---|---|---------|-------------------|-------------------------------|--|---|--|---------|---|---|--|--|---------|-----|-----|--|
| Development         | SWIFT Upgrade                           | Upgrade of SWIFT social care system - timescales and approach to be finalised                |  |   |   |   |         |                   |                               |  |   |  |         |   |   |  |  |         | /// |     |  |
| Development         | iTrent Upgrade                          | HR and Payroll year-end upgrades and patches   |  |   |   |   |         | Go Live           | ●                             | Year End Activities Complete                           |   |  |         |   |   |  |  |         |     |     |  |
| Development         | Rolling "Customer" Digital Developments | Rolling programme of Customer & Transactions system upgrades and development projects        |  | ● |   |   |         |                   |                               |  | ● |  |         |   | ● |  |  |         | /// |     |  |
| Development         | Rolling "Place" ICT developments        | Rolling programme of Place system upgrades and development projects                          |  |   |   | ● |         |                   |                               | ●  |   |  |         | ● |   |  |  |         | /// |     |  |
| Development         | Office 365 Programme                    | Including OneDrive for Business and Microsoft Information Protection Rollout.                |  |   |   |   |         | One Drive Rollout | ●                             | Microsoft Information Protection pilots and rollout... |   |  |         |   |   |  |  |         |     | /// |  |
| Development         | Device Refresh Closure                  | Final decommissioning of Windows 7 devices for Corporate and L&T estates.                    |  |   |   |   |         |                   |                               |  |   |  |         |   |   |  |  |         |     |     |  |
| Development         | Mitel Telephony                         | Softphone pilot now underway. Further phases in planning                                     |  |   |   |   |         |                   | ●                             | Softphone Pilots                                       |   |  |         |   |   |  |  |         |     | /// |  |
| Development         | LSCMI Upgrade                           | Migrating H&SC Level Service/Case Management inventory to new Scottish Government service    |  |   |   |   | ●       | Go Live           | Legacy System Decommissioning |  |   |  |         |   |   |  |  |         |     |     |  |
| Development         | Civica Legal Upgrade                    | Upgrade of Legal Services case management system. Final project closure activities underway. |  |   |   |   |         | Go Live           | ●                             | Closure  |   |  |         |   |   |  |  |         |     |     |  |
| Development         | Barclaycard Smart Pay                   | Phased rollout of new Barclaycard Smart Pay gateways across 5 systems                        |  |   |   |   | Go Live | ●                 | Closure                       |  |   |  |         |   |   |  |  |         |     |     |  |
| Development         | Conisio AutoCAD File Store Migrations   | Migration of AutoCAD document store onto managed shared folders                              |  |   |   |   |         |                   |                               | Go Live  | ● |  |         |   |   |  |  |         |     |     |  |
| Development         | Tranman Upgrade                         | Upgrade of Tranman fleet management application.   |  |   |   |   |         | Go Live           | ●                             |  |   |  |         |   |   |  |  |         |     |     |  |
| Development         | Peoples Network Upgrade                 | Upgrade of Peoples Network in libraries providing free public access IT services             |  |   |   |   |         |                   |                               |  |   |  | Go Live | ● |   |  |  |         |     |     |  |
| Development         | Public Access Upgrade                   | Planning website upgrade - linked to the hosted IDOX project                                 |  |   |   |   |         |                   |                               |  |   |  |         |   |   |  |  | Go Live | ●   |     |  |
| Development         | LACHS                                   | Upgrade to LACHS insurance claims management system  |  |   |   |   |         | Go Live           | ●                             |  |   |  |         |   |   |  |  |         |     |     |  |
| Development         | Capture Upgrade                         | Tactical upgrade of legacy Capture complaints/case management system                         |  |   |   |   |         |                   |                               |  |   |  | Go Live | ● |   |  |  |         |     |     |  |
| Infrastructure      | Rolling Currency Programme              | Server and database refresh and upgrade programme  |  | ● |   |   | ●       |                   |                               |  | ● |  |         |   |   |  |  | ●       | /// |     |  |
| Infrastructure      | Print Contract ICT Project              | ICT support for new print contract   |  |   |   |   |         | Model Office      | ●                             | Rolling MFD & Printer Rollouts                         |   |  |         |   |   |  |  |         |     |     |  |
| Infrastructure      | Rolling Cyber Security (CS) Programme   | Information security projects policies, procedures, guidelines, and standards.               |  |   | ● |   |         |                   | ●                             |  | ● |  |         |   |   |  |  | ●       | /// |     |  |
| <b>ANNOTATIONS:</b> |   |  |  |   |   |   |         |                   |                               |  |   |  |         |   |   |  |  |         |     |     |  |
|                     |   |  |  |   |   |   |         |                   |                               |  |   |  |         |   |   |  |  |         |     |     |  |
|                     |   |  |  |   |   |   |         |                   |                               |  |   |  |         |   |   |  |  |         |     |     |  |

## Appendix 4 – Digital & Smart City Implementation Plan – Update as at 31<sup>st</sup> January 2022

The table below sets out key deliverables and milestone delivery dates from our **Technology Roadmap** and will be updated quarterly.

| Key deliverable   | Delivered to date   | Sept 2021   | March 2022  | Sept 2022   | 2023   | Beyond 2023  |
|---|---|---|---|---|--|--|
| Core Technology & Platforms - Cloud Migration Strategy            | <ul style="list-style-type: none"> <li>Cloud Migration Strategy adopted</li> <li>Agree IDOX and Mobile Social Care as Cloud migrations</li> </ul>   | <ul style="list-style-type: none"> <li>Commence development pilot and adoption plan</li> <li>Begin migration pilots</li> </ul>  | <ul style="list-style-type: none"> <li>Engage and consult key stakeholders on benefits and opportunities of Cloud adoption</li> </ul>   | <ul style="list-style-type: none"> <li>Phase 1 Cloud migration work</li> </ul>  | <ul style="list-style-type: none"> <li>Continued Cloud migration work</li> </ul>   | <ul style="list-style-type: none"> <li>Review Strategy and update to reflect current technologies, security, and the Council's technology landscape</li> <li>Final moves to Cloud</li> <li>Minimum on premise</li> </ul> |
| Core Technology & Platforms - Maximise Microsoft 365 capabilities | <ul style="list-style-type: none"> <li>OneDrive rolled out across Corporate Estate</li> <li>MS Teams recording has been introduced as part of Skype decommission</li> <li>Teams application updates including seminars, breakout room support and improved presentation capabilities</li> </ul> | <ul style="list-style-type: none"> <li>Maximise potential of Microsoft365 to support Learning &amp; Teaching operationally, delivery of curriculum, and strengthen wider community links</li> </ul> | <ul style="list-style-type: none"> <li>Potential to drive innovation further with adoption of additional Microsoft 365 capabilities</li> <li>Explore opportunities to further use Power BI</li> </ul> | <ul style="list-style-type: none"> <li>Exploit the potential of MS Teams for collaboration opportunities (moved out from March 2022 to allow work by IGU on G-drive reporting)</li> <li>Microsoft Information Protection (MIP) to help keep our data secure and reduce the risk of data breaches through use of a Sensitivity Label applied to emails and documents.</li> </ul> | <ul style="list-style-type: none"> <li>Maximise potential MS365 for low code for Council-based innovation and development (Digital and power user-based)</li> <li>develop "patterns" for low code use cases</li> </ul> | <ul style="list-style-type: none"> <li>Teams and SharePoint online lifecycle management (BAU)</li> </ul>   |
| Core Technology & Platforms - Mobile/Flexible Working             | <ul style="list-style-type: none"> <li>Mobile/Flexible UYOD</li> <li>Microsoft app adoption</li> <li>Microsoft 365 Application strategy in planning</li> </ul>  |   | <ul style="list-style-type: none"> <li>VPN review</li> </ul>  | <ul style="list-style-type: none"> <li>Review thin client delivery options</li> <li>WVD pilot</li> <li>Mobile Homecare rostering solution for Social Work</li> </ul>  | <ul style="list-style-type: none"> <li>Review of solution to support flexible working</li> </ul>   | <ul style="list-style-type: none"> <li>New solution in place</li> </ul>  |
| Architecture  | <ul style="list-style-type: none"> <li>Governance framework developed, agreed, and implemented</li> <li>EA Principles agreed</li> <li>Ongoing design reviews</li> <li>MDM migration</li> </ul>  | <ul style="list-style-type: none"> <li>Application Currency Review (ongoing)</li> </ul>   | <ul style="list-style-type: none"> <li>Commence application consolidation (combined with Cloud Migration)</li> <li>Smart Cities</li> <li>Shared app database (CGI and the Council)</li> </ul>         | <ul style="list-style-type: none"> <li>Data used for modelling services through Business Intelligence project</li> <li>Review &amp; streamline network services</li> </ul>  | <ul style="list-style-type: none"> <li>Following delivery of a consolidated application list we will work to produce a standardised toolset of strategic applications</li> </ul>                                       | <ul style="list-style-type: none"> <li>Drive further efficiencies by streamlining application set</li> </ul>   |
| Governance  | <ul style="list-style-type: none"> <li>ICT technology Acceptable use policy implemented</li> <li>Digital and Smart City Strategy</li> <li>EADA – both enterprise architecture and design authority are up and running</li> </ul>  | <ul style="list-style-type: none"> <li>Change Board</li> <li>Digital Strategy Group</li> <li>Improved departmental Digital Governance e.g., RM's engagement with departmental SLTs</li> </ul>       | <ul style="list-style-type: none"> <li>Shadow IT review</li> <li>GIS strategy</li> <li>Review our current Open data provision</li> </ul>  | <ul style="list-style-type: none"> <li>Reflect national picture</li> <li>Open Data Strategy</li> </ul>  | <ul style="list-style-type: none"> <li>Governance Review</li> </ul>  | <ul style="list-style-type: none"> <li>Digital Strategy Review</li> </ul>  |
| Innovation  | <ul style="list-style-type: none"> <li>Teams unified communications</li> <li>Team collaboration</li> <li>Mobile Device Management re-platform (Intune)</li> <li>Outlook Online</li> <li>self-service password reset</li> </ul>  | <ul style="list-style-type: none"> <li>Tele/Health Care</li> <li>Smart Cities</li> </ul>  | <ul style="list-style-type: none"> <li>Employee Portal Self Service</li> <li>Power App pilots (commence)</li> </ul>   | <ul style="list-style-type: none"> <li>Smart Cities</li> <li>DDI (data driven innovation)</li> <li>Improved mobile connectivity across City</li> </ul>  | <ul style="list-style-type: none"> <li>Increased Automation</li> <li>5G Rollout underway</li> <li>City Public Wireless Review</li> </ul>   | <ul style="list-style-type: none"> <li>Continued Innovation</li> </ul>   |
| Technology & Infrastructure                                       |   | <ul style="list-style-type: none"> <li>Tablet/Smartphone offerings</li> </ul>   | <ul style="list-style-type: none"> <li>Digital Learning</li> </ul>  | <ul style="list-style-type: none"> <li>Device Review</li> <li>WAN Review</li> </ul>   | <ul style="list-style-type: none"> <li>Device Refresh</li> </ul>   | <ul style="list-style-type: none"> <li>Full estate Review</li> <li>Review Cloud readiness estate</li> </ul>  |

## Technology Solution - Digital print & mail strategy

The Council has already embarked on an ambitious strategy to become paperless.

| Key deliverable   | Delivered to date  | Sept 2021  | March 2022  | Sept 2022  | 2023   | Beyond 2023   |
|---|--|--|---|--|--|---|
| <p>Digital print &amp; mail (paperless) strategy</p> <p>Reducing our use of paper and print through the Print and Mail Programme.</p> | <ul style="list-style-type: none"> <li>• “My letters” desktop sending of Royal Mail letters using online system.</li> <li>• Digital Mail assistant – scanning of inbound mail to the Council direct to recipients e mail account</li> <li>• Digital Scanner technology deployed to allow scanning of FOI’s and legacy paperwork to digital archives</li> <li>• Recycled Paper for copiers and envelopes introduced</li> <li>• Reduced mailing vehicles and physical mail pickups by 85% contributing to carbon reduction targets</li> <li>• Paper Form reduction planning started – evaluation of paper form printing underway at printing facility</li> <li>• 5-year savings plan developed and submitted to further reduce MFD machines.</li> <li>• New device deployment started and on track.</li> </ul> | <ul style="list-style-type: none"> <li>• Deploy papercut software – centralising bulk printing</li> <li>• Develop and communicate a Council wide print policy and framework – delayed and will be communicated in March in line with device role outs.</li> <li>• Start paper form usage reduction processes</li> <li>• Reducing storage space for legacy and future documents</li> <li>• Increase back scanning of archive to reduce storage footprint</li> <li>• Continue to reduce incoming paper mail flow into the Council by identifying and eliminating these at process source.</li> </ul> | <ul style="list-style-type: none"> <li>• Deploy Multi-Functional Devices to schools and corporate estate to a reduced footprint – started in January and on track to be delivered as planned.</li> <li>• Introduce local printing and scanning hubs – Equipment ordered, and machines will be deployed as planned.</li> <li>• Introduce individual printing transparency and billing for MFD copier usage – on track.</li> <li>• Identifying Lean and automation opportunities and developing and deploying them while promoting digital processes rather paper-based ones</li> </ul> | <ul style="list-style-type: none"> <li>• Reduce colour and black and white printing in line with Business Case.</li> <li>• Reduce volumes of A3 printing</li> <li>• Reduce transactional mailing volumes for all centralised mailings – using document composition tools and expertise</li> <li>• Identifying Lean and automation opportunities and developing and deploying them while promoting digital processes rather paper-based ones</li> </ul> | <ul style="list-style-type: none"> <li>• Identifying Lean and automation opportunities and developing and deploying them while promoting digital processes rather paper-based ones</li> <li>• Reduced energy consumption evident from using newer more efficient Multi-Functional Devices</li> <li>• Further reduce MFD machines deployed in line with planned 5% year on year volume reductions.</li> </ul> | <ul style="list-style-type: none"> <li>• Look to reduce centralised printing facilities footprint in line with much more reduced demand where possible</li> <li>• Business case the new MFD contract proposal – which is envisaged should be very light touch going forwards and plan for further savings. Contract tendering and award period should start mid-2023.</li> <li>• Deploy scanning to SharePoint once SharePoint has been rolled out – TBC</li> </ul> |

## Technology Solution - Customer Digital Engagement

Though the Customer Digital Engagement programme we will look to create a single view of our customers to better model and shape our services and provide more targeted support to those citizens who need it most.

| Key deliverable  | Delivered to date  | Sept 2021  | March 2022   | Sept 2022  | 2023 | Beyond 2023  |
|--|--|--|--|--|------|--|
| <p>Customer Digital Engagement</p> <p>Move from traditional customer engagement routes to omnichannel, providing citizens with greater choice around how to transact and the 24/7 ability to pay, report or request public services.</p> | <ul style="list-style-type: none"> <li>Report/Request forms for: Litter, Road, Pavement, Streetlight, Pothole, Road Sign, Graffiti, Dog Fouling, Overhanging tree, bush or foliage problem, Grit Bin Requires Filling, Missed Bins (communal and individual)/ Communal Bin full or Overflowing, Request a Grit Bin, Recycling Bin or Box, Special Uplift/Bulky Waste, Assisted Bin collection, Garden Waste subscription Register for Garden Waste/ Garden waste change of details, View Account History/Transaction Change of Details, Set up Account/Create a Citizen Compliment, Suggestion or Complaint/, General Enquiry, Building Payment, Fixed Penalty Notice Payment, Sheltered Housing T.V. License Payment, ESRS - Shared Repairs, roadworks penalty notice, Pay us back - housing benefit, Pay your Council Tax or Business rates, Council rent, Non-emergency housing repairs, School Transport, Adult and Children Social Care Assessment forms, Covid related support and business grants, Submit and pay for licensing transactions, Report damp in Council owned homes, Apply for the Scottish Milk and Healthy Snack Scheme, School Registration, Apprentice Trainee, Religion and under 18 discounts for CTAX,</li> </ul> | <ul style="list-style-type: none"> <li>Omni Channel – give customers choice of channels to transact with the council, maximising the proportion of digital transactions and reduce where possible face-to-face transactions</li> <li>Citizen centric – put citizens at the centre of what we do by engaging them in the design and delivery of services</li> <li>Digital by default – implement a digital approach to the delivery of services</li> <li>Mobile first – priority to ensuring that that services can be delivered through mobile technology</li> </ul> | <ul style="list-style-type: none"> <li>Fully Integrated Housing Repairs process</li> </ul> | <ul style="list-style-type: none"> <li>To be confirmed - options include:</li> <li>Integration of Civica CX with Verint</li> <li>Integration of Civica EDM with Verint</li> <li>Replace myGovScot single sign on platform with a fit for purpose solution that includes facility for business accounts</li> <li>Integration of communications platforms (Mitel, social media) with Verint CRM</li> <li>Consolidate Knowledge Base that can be surfaced through the CRM</li> <li>Full integration of comms platforms (i.e., Mitel, Social media) with Verint CRM</li> </ul> |      | <ul style="list-style-type: none"> <li>Customer Digital Engagement programme - create a single view of our customer transactions to shape our services and provide targeted support where needed. This will use:</li> <li>UPRN &amp; UCRN as key identifiers</li> <li>Provide single source of truth on the customer and the services they consume</li> <li>Enable personalised and localised services to be delivered</li> <li>Support pro-active grouping of services around user needs</li> </ul> |

## Technology Solution - Data as an asset

Our data is an asset that is of value to the organisation and our partners that needs to be managed accordingly.

| Key deliverable  | Delivered to date   | Sept 2021   | March 2022   | Sept 2022   | 2023  | Beyond 2023   |
|--|---|---|--|---|---|---|
| <p>Data as an asset</p> <ul style="list-style-type: none"> <li>• Through better use of systems, we will ensure that our data is:</li> <li>• Easier to identify and find</li> <li>• Managed consistently across the organisation</li> <li>• Transferrable into information to support our evidence-based decision making</li> <li>• Support the work of our localities</li> <li>• Stored once and defined by effective metadata and information governance framework/rules</li> <li>• Structured to support a single view of the customer</li> <li>• Subject to constant analysis and review cycle to ensure effectiveness data management and governance (IGU)</li> <li>• Ensure our data is used and shared ethically</li> <li>• Open data where possible and capable of exploiting Smart City Data</li> <li>• Exploitable by AI in generating potential automations, additional intelligence, security heuristics etc</li> </ul> | <p>GIS Developments</p> <ul style="list-style-type: none"> <li>• Continuing to work with NHS National Services Scotland using our in-house Geographical Information Systems (GIS) capability to improve the data we have in modelling COVID-19 outbreaks and to assist in our response to this. This work is part of a wider data sharing project with NHS NSS and both Glasgow City Council and Aberdeen City Council. NHS Lothian is following the outputs of this work closely and we are sharing this with them</li> <li>• Unification of property and street gazetteer data to enhance consistency and reliability of key address data used across the Council and shared nationally with the One Scotland Gazetteer.</li> </ul> | <p>Business Intelligence</p> <p>- the Business Intelligence project aims to integrate and leverage software information assets, and to transform data into actionable insights that drive the Council's strategic and tactical business decisions.</p> <ul style="list-style-type: none"> <li>• Over December we successfully signed-off the final dashboards for the Confirm asset management system within Waste Services, which in conjunction with the Routesmart waste collection dashboards, completes delivery of the contractual elements of the Business Intelligence transformation programme</li> </ul> <p>In parallel, the team are working on further interactive BI reports for HR and Homelessness services. the team are working on further dashboards for HR and Homelessness services.</p> <p>Social Care Rostering - We have now appointed a project manager and set up the project board to oversee the introduction of a new roosting and mobile workforce solution for Homecare and Reablement services. The project will drive efficiencies and support new ways of working to deliver the best quality of care, adopting a three conversations approach, and supporting individuals to live independently in their own home, offering the right care and support, at the right time and in the right place.</p> | <p>Business Intelligence dashboards for Waste Services now fully embedded into business as usual, supporting improved performance and customer service.</p> <p>LSCMI Upgrade</p> <ul style="list-style-type: none"> <li>• Migrating H&amp;SC Level Service/Case Management Inventory to new Scottish Government service</li> <li>• Digital Services to work with IGU to support and contribute to Data Strategy</li> <li>• CAG Quality Improvements: designed to further enhance currency and reliability of address information and increase frequency with which it is shared with national users, e.g., emergency services</li> </ul> | <ul style="list-style-type: none"> <li>• Health &amp; Social Care roosting</li> </ul> | <p>We will work with services to improve the tools that enable a Council-wide approach to business intelligence to enhance services and digital engagement with our customers and communities.</p> <p>Business Intelligence - Further work is now underway to build new reports for HR and Homelessness services, and to develop a strategic plan to transition business intelligence support and development capabilities over to Council teams by March 2023.</p> | <p>We will highlight the benefits of sharing open data and its use to help model and shape our services and our city.</p> |



## Digital capabilities and services - Security

We will ensure that Council infrastructure is secure and resilient, and that continuity of services is maintained using appropriate technical measures to protect our network and the data we hold in our systems.

| Key deliverable   | Delivered to date  | Sept 2021   | March 2022  | Sept 2022   | 2023   | Beyond 2023  |
|---|--|---|---|---|--|--|
| <p>Security</p> <p>The security challenges we face are increasing and ever changing. As well as more documented attack routes such as virus or ransom ware, other challenges are emerging. Our increased use of multiple and remote devices creates a challenge to protecting this as our increased use of systems and who accesses them increases the attack surface for those wishing to compromise our security.</p> | <ul style="list-style-type: none"> <li>Follow National Cyber Security Centre (NCSC) current guidelines, including NCSC 10 steps to Cyber Security – ongoing every year</li> <li>Ensure compliance with Cyber Resilience Framework, CE+, PSN</li> <li>Improve cyber defences e.g., phishing</li> <li>Enhance password policy for Corporate</li> <li>Provide comprehensive security and awareness platform for all staff to detect, deter and defend against cyber threats - delivered through MetaCompliance</li> <li>Work with partners across the public sector through participation in the Cyber Security Information sharing partnership (CISP) and the Scottish Local Authority Information Security Group (SLAISG)</li> <li>Develop a comprehensive communication plan for cyber security</li> <li>Partnership with Scottish Business Resilience Centre</li> <li>Revised DPIA process for technical assurance</li> <li>Technical restrictions to block Webmail provision.</li> <li></li> </ul> | <ul style="list-style-type: none"> <li>Follow NCSC current guidelines</li> <li>Ensure compliance with Cyber Resilience Framework</li> <li>Improve cyber defences</li> <li>Implementation of all NCSC active cyber defence tools – implementation of DMARC/DKIM</li> <li>Enhance password policy for Learning &amp; Teaching</li> <li>Support cloud first strategy by moving the onus on patching to vendor/contract - by moving services to the cloud</li> <li>Work with public sector partners through participation in the Cyber Security Information sharing partnership (CISP) and the Scottish Local Authority Information Security Group (SLAISG) -ongoing</li> <li>Maintain and develop cyber risk management framework – joint cyber risk register</li> <li>Update comms plan for cyber security</li> </ul> | <ul style="list-style-type: none"> <li>Follow NCSC current guidelines</li> <li>Ensure compliance with Cyber Resilience Framework</li> <li>Improve cyber defences</li> <li>Enhance password policy for Learning &amp; Teaching</li> <li>Implementation of DMARC/DKIM</li> <li>Improve cyber defences data loss prevention – work with IGU</li> <li>Develop a comprehensive communication plan for cyber security – ongoing</li> <li>Improve cyber defences network access control as part of Network management audit</li> <li>Phishing simulations</li> <li>Maintain and develop cyber risk management framework – joint cyber risk register</li> <li>Audit Work</li> <li>Word towards implementation of MTA-STS</li> <li>PSN Certification Prep</li> <li>Blocking of auto forwarding out with Council</li> </ul> | <ul style="list-style-type: none"> <li>Follow NCSC current guidelines</li> <li>Ensure compliance with Cyber Resilience Framework</li> <li>Improve cyber defences</li> <li>Implementation of DMARC/DKIM</li> <li>Support the implementation of a framework to manage shadow IT</li> <li>Support cloud first strategy by moving the onus on patching to vendor/contract - by moving services to the cloud</li> <li>Review thin client delivery to improve security – support technology “Refresh”</li> <li>implementation of all NCSC active cyber defence tools – implementation of DMARC/DKIM</li> <li>Update comms plan for cyber security</li> <li>PSN Certification</li> <li>CE+ Certification</li> <li>Maintain and develop cyber risk management framework – joint cyber risk register</li> <li>Audit Work</li> <li>implementation of MTA-STS</li> </ul> | <ul style="list-style-type: none"> <li>Follow NCSC current guidelines</li> <li>Ensure compliance with Cyber Resilience Framework</li> <li>Improve cyber defences</li> <li>Continued delivery of security and awareness platform</li> <li>Implementation of DMARC/DKIM</li> <li>Work with public sector partners through participation in the Cyber Security Information sharing partnership (CISP) and the Scottish Local Authority Information Security Group (SLAISG) -ongoing</li> <li>Maintain and develop cyber risk management framework – joint cyber risk register</li> <li>Update comms plan for cyber security</li> <li>PSN Certification</li> <li>CE+ Certification</li> <li>L&amp;T Penetration Testing</li> <li>Audit Work</li> </ul> | <ul style="list-style-type: none"> <li>Follow NCSC current guidelines</li> <li>Ensure compliance with Cyber Resilience Framework</li> <li>Improve cyber defences</li> <li>Improve cyber defences data loss prevention</li> <li>Implementation of NCSC active cyber defence tools</li> <li>Upgrade/remove legacy applications – support cloud first strategy adoption</li> <li>Continued delivery of security and awareness platform</li> <li>Work with public sector partners through participation in the Cyber Security Information sharing partnership (CISP) and the Scottish Local Authority Information Security Group (SLAISG) -ongoing</li> <li>Maintain and develop cyber risk management framework – joint cyber risk register</li> <li>Update comms plan for cyber security</li> <li>PSN Certification</li> <li>CE+ Certification</li> <li>L&amp;T Penetration Testing</li> </ul> |

## Digital capabilities and services – Standards

We plan to measure performance to improve our service both strategically and operationally using metrics to measure success.

We will focus on transforming our service provision to better meet the changing requirement of the organisation and a modern workforce. Using industry standard practices for IT service management that focuses on aligning IT services with the needs of business approach.

| Key deliverable   | Delivered to date  | Sept 2021   | March 2022  | Sept 2022  | 2023   | Beyond 2023  |
|---|--|---|---|--|--|--|
| <b>Performance Management</b><br>Measuring performance to continually drive improvements and customer satisfaction.     | <ul style="list-style-type: none"> <li>Monthly CSR meetings</li> <li>CSI (Continuing Service Improvement)</li> <li>discussed as part of CSR meeting</li> </ul> | <ul style="list-style-type: none"> <li>Incident response and resolution analyse to ensure meeting SLAs</li> <li>Customer satisfaction review</li> <li>Continue to progress innovation. E.g., Amelia</li> <li>RMs to set up meeting with Business areas re strategy</li> </ul> | <ul style="list-style-type: none"> <li>Review KPIs</li> <li>Look to improve service related to customer feedback</li> <li>Have trackers set up relating to Strategy with Business areas</li> </ul>  | <ul style="list-style-type: none"> <li>Implement KPI changes</li> <li>Review Trackers</li> </ul>   | <ul style="list-style-type: none"> <li>Reassess KPI changes impact</li> <li>Over-arching review of Business areas matching strategy</li> </ul> | <ul style="list-style-type: none"> <li>Annual review of Business areas Digital Strategies</li> </ul> |
| <b>Service Management</b><br>Improve service management provision through delivery of continual improvements for users. |  | <ul style="list-style-type: none"> <li>Improving user experience piloting Chat- bot Amelia</li> <li>Continual improvement of Service Catalogue</li> <li>Continue to Promote use of My-ICT</li> <li>ITIL training for appropriate staff</li> </ul>                             | <ul style="list-style-type: none"> <li>Chat- bot about to be piloted</li> <li>Continual Service Improvements</li> <li>Monitor uptake of My-ICT</li> <li>Ensure ITIL standards are being met</li> <li>Review Digital Services Customer facing processes</li> <li>Continued focus on CSI</li> </ul> | <ul style="list-style-type: none"> <li>Chat Bot embedded</li> <li>Work with Comms to promote channel shift online</li> <li>Implement Digital Service Customer facing review Outputs</li> </ul> | <ul style="list-style-type: none"> <li>Move to more online tools – self service</li> </ul>   | <ul style="list-style-type: none"> <li>Service Strategy Review</li> </ul>                            |

## Digital capabilities and services - Standards

We will apply a blended approach to project change management which will bring together the best elements of the Prince2 and Agile methodologies. Change requests will be assessed and coordinated through a joint change review board. The board will check that requests have a supporting business case and align to our enterprise reference architectural principles and technology roadmap. The change process will include options to fast-track legislative and emergency requests.

| Key deliverable  | Delivered to date  | Sept 2021   | March 2022  | Sept 2022   | 2023   | Beyond 2023   |
|--|--|---|---|---|--|---|
| <b>Change Management</b><br>Establish and embed improved change management processes that meet the needs of the Council for technology change requests and project and portfolio management. | <ul style="list-style-type: none"> <li>Weekly Programme Boards and Risk Reviews to ensure effective management of project risks and plans, and regular highlight reporting</li> <li>Application of PRINCE2 project management methodology for all major projects</li> <li>Quality Gate processes in place to evaluate, authorise, and monitor projects through their lifecycle</li> <li>Weekly Relationship Management meetings with CGI to provide guidance and quality check change requests</li> <li>Weekly Joint Change Review Board to review the progress of changes requests and discuss risks, escalations, and prioritisations</li> <li>Formal reporting of Change Performance SLA's through the Monthly Partnership Board</li> </ul> | <ul style="list-style-type: none"> <li>Launch of Emergency / Resilience Change Process to fast-track legislative and emergency requests</li> <li>Early adoption of Hybrid Agile / Waterfall models enabling more iterative approaches to project delivery e.g., for CDE &amp; Print projects</li> <li>Cloud First work underway to transition Licensing onto "Software as a Service" running on the Civica cloud</li> </ul> | <ul style="list-style-type: none"> <li>Development of Annual Digital Business Plans in place with each Service area - ensuring alignment with the Digital and Smart City Strategy</li> <li>Consolidation of digital business plans into the Council-wide 2022/23 Strategic Programme of Work (SPoW)</li> <li>Relaunch the change process guidelines on the ORB</li> <li>Emergency / Resilience Change Processes fully operational</li> <li>Digital Working Groups established across all directorates to improve collaboration</li> <li>Development and sign-off of the Change Improvement Action Plan between the Council and CGI</li> </ul> | <ul style="list-style-type: none"> <li>Cloud First – further developments to transition the next tranche of applications onto the Cloud</li> <li>Simple and Complex Change Performance review including change backlogs, delivery on time, value-for-money, and customer satisfaction</li> <li>Introduce online submission &amp; tracking for all change requests via the Remedy self-service portal</li> </ul> | <ul style="list-style-type: none"> <li>Annual refresh of Digital Business Plans with each Service area - ensuring alignment with the Digital and Smart City Strategy</li> <li>Extending in-house development capacity e.g., Business Intelligence and Website accessibility</li> <li>Cloud First – business case developments and projects to transition the next tranche of applications onto the Cloud / SaaS Model</li> <li>Establish a network of Digital Champions embedded within service areas</li> </ul> | <ul style="list-style-type: none"> <li>Embedding Continuous Improvement into our change processes</li> <li>Cloud First - majority of applications move onto the cloud</li> <li>Agile Waterfall becomes the dominant delivery model - applying a more iterative approach focused on fine-tuning deliverables to the needs of the business</li> <li>Move towards a portfolio approach to digital programme management, in line with future business demand</li> </ul> |

## Digital capabilities and services - Standards

Develop capability to be responsive to changing business needs. Embrace more agile and customer focused apps to support improved digital engagement with our citizens.

| Key deliverable  | Delivered to date   | Sept 2021  | March 2022   | Sept 2022  | 2023   | Beyond 2023   |
|--|---|--|--|--|--|---|
| <p><b>Business Solutions</b><br/>As well as changes to our Infrastructure and the way we transform our business, we need to position our line of business systems to be an engine for change.</p> <p>Payment Gateway Upgrade. Project to migrate the Barclaycard payment gateway from 'Smartpay A' to 'Smartpay Fuse'.</p> <ul style="list-style-type: none"> <li>we have migrated the contact centre, the outdoor learning booking system, the planning and building standards portal, adult education booking and the Yakara mobile payment system.</li> </ul> | <p>Total Mobile (Housing Repairs and Mobile Working)</p> <ul style="list-style-type: none"> <li>Phase 2 delivered a new mobile workforce management solution for Empty Homes and Gas Servicing and further enhancements to the Repairs archiving system</li> <li>Activity surrounding Phase 3 to bring further efficiencies is now in flight</li> <li>Payment Gateway Upgrade</li> <li>Project underway to migrate the Barclaycard payment gateway from 'Smartpay A' to 'Smartpay Fuse'. This covers online payments for a wide range of services including the contact centre, outdoor learning, planning applications, and the adult education programme. We successfully completed the final migration of the adult education booking system on to the new Barclaycard payment gateway in December. Further work will conclude in January to archive legacy data into a secure area and complete the project closure report.</li> <li>HIS (Homeless) Application Replacement</li> <li>We are continuing to work closely with Homelessness Services to provide early-life support for their new Northgate case management system. Further work is now planned for phase 2 of the project to automate processes and drive further efficiencies.</li> </ul> | <p>Ensuring systems are fit for purpose:</p> <ul style="list-style-type: none"> <li>Departments to carry out audits of all their key systems</li> </ul> <p>Ensuring that the data we hold, is needed, accurate and up to date:</p> <ul style="list-style-type: none"> <li>Information Governance and departments to carry out audit</li> </ul> <p>Developing systems and staff capability to be responsive to changing business needs:</p> <ul style="list-style-type: none"> <li>Change process to ensure that futureproofing is always considered in terms of system agility and staff capacities</li> </ul> | <ul style="list-style-type: none"> <li>Council Relationship Managers to attend Strategic meetings with Business areas to ensure any developments match the Digital strategy</li> </ul> | <p>Rationalising our portfolio to reduce datasets, costs and improve sharing of data:</p> <ul style="list-style-type: none"> <li>Change process to always consider re-use ahead of off-the-shelf, ahead of bespoke and new.</li> <li>Update and review "Council on a Page" Enterprise Architecture to uncover potential for rationalisation</li> <li>Review of RM Board attendance and outcomes</li> </ul> | <ul style="list-style-type: none"> <li>Relationship Managers Embedded in Business area Strategic meetings</li> </ul> | <ul style="list-style-type: none"> <li>Relationship Managers to identify other opportunities</li> </ul> |

## Governance

A balanced governance model will provide flexibility with optimal discipline.

| Key deliverable  | Delivered to date   | Sept 2021 | March 2022   | Sept 2022  | 2023  | Beyond 2023   |
|--|---|-----------|--|--|---|---|
| <p>A range of governance tools will be put in place to provide assurance that the technologies we implement, and the investments made to put these in place, serve the strategic aims of the Council, the business needs of services and are in line with this Strategy.</p> | <p>As part of our already established Weekly Programme and Risk Review meetings we will:</p> <ul style="list-style-type: none"> <li>ensure that the key deliverables from this strategy are subject to the same governance arrangements to ensure effective management of project risks and plans, and regular highlight reporting</li> </ul> <p>The Enterprise Architecture Board and Enterprise Architecture Authority Design (EADA) have been re-invigorated and are up and running to:</p> <ul style="list-style-type: none"> <li>ensure that we have an agreed baseline architecture</li> <li>guide technology investment decisions - including funding investments</li> <li>review technology standards, processes, and procedures</li> <li>make recommendations for the implementation plan and future technology strategies</li> </ul> <p>In addition to the Strategy implementation plan and its reporting requirements to Corporate Leadership Team, we will:</p> <ul style="list-style-type: none"> <li>establish a Smart Cities Board</li> <li>All proposed changes, projects and programmes will be required to have: <ul style="list-style-type: none"> <li>an approved business case</li> <li>funding available to implement and maintain the change through lifetime of the proposed solution</li> </ul> </li> <li>Investment related to the individual projects or programmes and be provided by the Service responsible for the change</li> <li>We will set up: <ul style="list-style-type: none"> <li>Change Board</li> <li>Digital Strategy Group</li> <li>Improved departmental Digital Governance</li> <li>Joint Council/CGI Disaster Recovery Board due to be re-established</li> </ul> </li> </ul> <p>We will:</p> <ul style="list-style-type: none"> <li>Work with Internal Audit to review and assess the adequacy and effectiveness of the processes and governance controls established to support development, communication, and implementation of the Council's Digital and Smart City Strategy</li> </ul> |           | <ul style="list-style-type: none"> <li>Review of shadow IT - procurement to be managed under a new framework/system by Feb 22</li> </ul> | <ul style="list-style-type: none"> <li>Reflect national picture</li> </ul> | <p>We will take forward:</p> <ul style="list-style-type: none"> <li>updated cloud and cyber security strategies</li> <li>clear ICT governance arrangements</li> <li>participation in national and regional programmes</li> <li>collaborative working with partners</li> <li>strategic alignment with Council goals and vision</li> <li>opportunities for innovation</li> <li>Governance review</li> </ul> | <ul style="list-style-type: none"> <li>Digital Strategy review</li> </ul> |

## Digital Council and Smart City - Digital Learning

To realise our vision, partners at both a national and local level will work together to achieve all four of the interrelated objectives that are central to successful digital learning, teaching and assessment:

- Develop the skills and confidence of educators in the appropriate and effective use of digital technology to support learning and teaching
- Improve access to digital technology for all learners
- Ensure that digital technology is a central consideration in all areas of curriculum and assessment delivery
- Empower leaders of change to drive innovation and investment in digital technology for learning and teaching

| Key deliverable  | Delivered to date  | December 2021  | June 2022   | December 2022   | June 2023  | 2023 and beyond   |
|--|--|--|---|---|--|---|
| <p><b>Digital Learning</b></p> <p>Supports and promotes the appropriate and effective use of digital technology within education to give all City of Edinburgh learners the opportunity to improve their educational outcomes and to develop digital skills that will be vital for life, learning and work in an increasingly digital world.</p> | <ul style="list-style-type: none"> <li>• Digital Learning and Teaching framework shared with all education staff</li> <li>• Cross sectoral Digital Learning Board established</li> <li>• Funding and agreement to embark on Empowered Learning project</li> <li>• Key staff identified to create staff networks that will support Empowered Learning</li> <li>• Engagement with educational staff networks, third parties, and council colleagues to create and populate Learning Management System (Thrive)</li> <li>• Enhanced engagement of core platform MS365 to ensure continuity of resources, allow networking between settings and safe interactions with external partners.</li> <li>• Introduction of core interactive multi-media curricular content platform (ClickView)</li> <li>• Engagement with National E-Learning offer (eSgoil and West OS) as hosted on ClickView</li> <li>• Empowered Learning project piloted at 1 Secondary school and 1 Primary school</li> <li>• Promote engagement with Learning Management System (myLearningHub)</li> <li>• Appointment of 3 Digital Learning Development Officers to support Digital Learning Coordinator network and the development of e-learning materials</li> <li>• Infrastructure reviews conducted at each educational establishment (Early Years, Primary, Secondary and Special schools)</li> </ul> | <ul style="list-style-type: none"> <li>• Improvements to infrastructure made at each educational setting, starting 2021 and extending to Dec 2022.</li> <li>• Digital Learning Coordinator networks engaged to support teaching staff, learners, and their wider school communities</li> </ul> | <ul style="list-style-type: none"> <li>• Empowering school leaders to drive innovative changes within their setting</li> <li>• Providing professional learning opportunities for staff and ensuring equity of access to such opportunities by embracing e-learning (DLC networks and myLearningHub)</li> <li>• Deployment of 1 to 1 devices for all Secondary teaching staff and Secondary learners (Build and Grow secondary students moved to next academic session.)</li> <li>• Focusing on STEAM subjects to ensure learners are prepared with a digital toolset fit for future life and workspace</li> <li>• Creation of a dedicated AV and IOT network that embraces the potential of AV equipment when paired with staff and pupil device provision.</li> <li>• Introduction of new print approaches.</li> </ul> | <ul style="list-style-type: none"> <li>• Deployment of 1 to 1 devices for all Early, Primary and Special teaching staff</li> <li>• Deployment of 1 to 1 devices for P6 &amp; P7 learners</li> <li>• Deployment of devices in a ratio of 1 to 5 for P1 – P5 learners</li> <li>• Deployment of devices to Special and EY learners as appropriate to those settings</li> <li>• Providing professional learning opportunities for staff and ensuring equity of access to such opportunities by embracing e-learning (DLC networks and Thrive)</li> <li>• Edinburgh Learns curricular teams will support the review and update of curricular progressions and subsequent training opportunities</li> </ul> | <ul style="list-style-type: none"> <li>• Developing our employees to be comfortable with the technologies we use to deliver service</li> <li>• Providing and promoting e-learning to enhance digital skills</li> <li>• Continuing professional learning opportunities for teaching staff</li> <li>• Edinburgh Learns curricular groups to support evaluation of Empowered Learning identifying areas for further support and next steps</li> </ul> | <ul style="list-style-type: none"> <li>• Review and refresh Empowered Learning provision</li> </ul> |

## Digital Council and Smart City - Digital Skills

Consumer technology growth has created a new digital era. There is an increased need for consumers to develop their own digital literacy and cyber resilience skills to engage digitally with the Council and our customers must feel empowered to do so.

| Key deliverable   | Delivered to date   | Sept 2021 | March 2022  | Sept 2022   | 2023  | Beyond 2023   |
|---|---|-----------|---|---|---|---|
| <p><b>Digital Skills</b><br/>To be the Digital Council we aspire to be we will need different skills and knowledge. We will need:</p> <p>Council</p> <ul style="list-style-type: none"> <li>• Leaders who understand the value technology brings to our organisation</li> <li>• Leaders who develop digital skills to become digital leaders</li> <li>• A digitally skilled workforce who engage with professional development to further develop and enhance digital skills</li> </ul> <p>Customers</p> <ul style="list-style-type: none"> <li>• Citizens who feel confident in their digital skills and secure in their ability to promote their own cyber resilience</li> <li>• Citizens who engage with Smart City and Digital Council initiatives providing feedback that helps to shape future improvements</li> </ul> <p>Schools and Lifelong learning</p> <ul style="list-style-type: none"> <li>• Learners who engage with opportunities to develop their digital literacies</li> <li>• Learners who develop their understanding of their own cyber resilience to be safe and secure when using digital tools.</li> <li>• Learners who have digital skills for life, learning and work. Skills that will empower them to become the digital citizens and workforce of the future</li> </ul> <p>Teachers who utilize digital tools to support their working, develop high-quality teaching and effective assessment methods</p> | <p>Elected Member ICT and Digital Sounding Board meetings</p> |           | <p>We will do this by:</p> <ul style="list-style-type: none"> <li>• Developing our employees to be comfortable with the technologies we use to deliver services</li> <li>• Providing and promoting e-learning to enhance digital skills</li> <li>• Recruit Get Online Volunteers to support the delivery of digital inclusion learning in our libraries</li> </ul> <p>Providing professional learning opportunities for staff and ensuring equity of access to such opportunities by embracing e-learning</p> | <p>We will do this by:</p> <ul style="list-style-type: none"> <li>• Provide and signpost a wide range of digital support tools and materials</li> <li>• Provide adult learning opportunities using e-learning opportunities</li> <li>• Deliver digital inclusion learning opportunities for citizens via our libraries</li> <li>• Designing services and support capabilities that deliver digital inclusion for all our citizens</li> <li>• Embracing social media as a tool for engagement and communication both internally and externally</li> </ul> <p>We will do this by:</p> <ul style="list-style-type: none"> <li>• Supporting schools and early years to access and deliver a 21st century educational experience</li> <li>• Empowering school leaders to drive innovative changes within their setting</li> <li>• Providing up to date infrastructure, hardware, and software to ensure learning to enable learning that provides the best future life chances for all learners</li> <li>• Focusing on STEAM subjects to ensure learners are prepared with a digital toolset fit for future life and workspace</li> <li>• Embracing our core platform MS365 to ensure continuity of resources, allow networking between settings and safe interactions with external partners</li> </ul> | <p>Review digital literacy and cyber resilience skills against participation and engagement, identify gaps and develop opportunities for further engaging and empowering customers and colleagues</p> | <p>Review digital literacy and cyber resilience skills against participation and engagement, identify gaps and develop opportunities for further engaging and empowering customers and colleagues</p> |

## Digital Council and Smart City – Libraries Digital Inclusion

Digital inclusion is about ensuring the benefits of the internet and digital technologies are available to everyone. This is important not only to ensure that citizens can access Council services, but also to support the Council's central priorities of reducing poverty and improving well-being. Our aim is to provide our citizens with access to digital connectivity and that we can provide support for our citizens to gain digital skills and the confidence to use them.

| Key deliverable   | Delivered to date  | Sept – Dec 2021   | March 2022   | Sept – Dec 2022  | 2023  | Beyond 2023  |
|---|--|---|--|--|---|--|
| <p><b>Digital inclusion</b><br/>We will:</p> <ul style="list-style-type: none"> <li>• Ensure connectivity is available in our community spaces including libraries, schools, and early years settings</li> <li>• Ensure citizens can access resources within our libraries</li> <li>• Ensure citizens can access learning opportunities to further their digital skills and cyber resilience abilities</li> </ul> | <ul style="list-style-type: none"> <li>• In March 2020, at the start of the Covid-19 pandemic, we worked to provide our most vulnerable families with devices and connectivity</li> <li>• Edinburgh Libraries provide various digital support offers for staff and customers to help improve digital skills and raise confidence with digital technology on a local level.</li> <li>• Edinburgh Libraries provide a varied catalogue of digital resources and a wide range of virtual learning, entertainment, and support activities freely accessible to all library members 24/7.</li> <li>• Edinburgh Libraries provide free access to pcs, internet and Wi-Fi for all customers, citizens, and visitors.</li> </ul> | <ul style="list-style-type: none"> <li>• Delivery of Empowered Learning which will</li> <li>• Edinburgh Libraries continues to support SCVO in administering Connecting Scotland fund – shortleeting applications and distributing digital technology equipment and connectivity to local applicants.</li> <li>• Initial pilot of SLIC Digital Training platform in Edinburgh Libraries – national platform designed to provide training and learning resources on selected digital activities and resources. Designed for public library staff to increase confidence and capability – aiming for 100% digital champion staff cohort.</li> <li>• Edinburgh Libraries Get Online digital support delivered remotely over the telephone to combat technological barriers and physical barriers due to Covid19 building closures</li> </ul> | <p>Edinburgh Poverty Commission identified that action must be taken to address and ensure that digital participation opportunities are made available for those living with poverty. We will:</p> <ul style="list-style-type: none"> <li>• Support the delivery of measures set out in the Council's Our Future Council; Our Future City plan to provide digital inclusion opportunities for our citizens. We will continue to identify opportunities, develop plans and work with partners to exploit and deliver these commitments throughout the lifespan of the strategy</li> <li>• Roll out of remote check-out and return via individual digital device and Edinburgh Libraries App – will allow customers to issue and return books and check their library account using their mobile phone.</li> </ul> | <ul style="list-style-type: none"> <li>• Providing up to date infrastructure and hardware</li> <li>• Get Online – volunteer led 1:1 support for all learners. Sessions are informal and user-led and are underpinned by SCVO Digital Charter and Good Things Foundation's Learn My Way online modules and resources</li> <li>• Get Online VIP - smart technology and many e-resources offer accessibility functions which can support and facilitate access for customers with sight loss and visual impairment. Get Online VIP sessions explore people's needs and provide the right support through small workshops and demonstrations of Apple iPads</li> <li>• Refresh People's Network - new hardware and software with updated features like wireless printing by July 2022 – Digital Services are working closely with CGI and the Life-Long Learning team to finalise plans and costs for the upgrade which provides free public access PC's and Wi-Fi connectivity. The upgrade will not only improve performance and resilience, but also offer new services and future options to integrate customer hubs services into libraries.</li> </ul> | <ul style="list-style-type: none"> <li>• Open Plus technology - which would enable access to library buildings and resources outside normal opening hours, where no staff are on site, by swipe card access. This would be for approved and inducted library customers – but available by application for all adult library members. (pending approval of infrastructure improvements)</li> </ul> | <ul style="list-style-type: none"> <li>• Replace desktops and software in all library locations</li> <li>• Provide an Online Public Access Catalogue (OPAC) in every library location</li> <li>• Upgrade of People's Network and potential for introduction of "tablet" technology</li> <li>• Self-service kiosks</li> <li>• New LMS (Libraries Management System)</li> <li>• Review of digital connectivity infrastructure and development of plans to meet with current and future technologies</li> </ul> |



## Digital Council and Smart City – Empowered Learning and Citizens Digital Inclusion

Digital inclusion is about ensuring the benefits of the internet and digital technologies are available to everyone. This is important not only to ensure that citizens can access Council services, but also to support the Council's central priorities of reducing poverty and improving well-being. Our aim is to provide our citizens with access to digital connectivity and that we can provide support for our citizens to gain digital skills and the confidence to use them.

| Key deliverable  | Delivered to date  | Sept – Dec 2021   | March 2022   | Sept – Dec 2022   | 2023   | Beyond 2023   |
|--|--|---|--|---|--|---|
| <p><b>Digital inclusion</b></p> <p>We will:</p> <ul style="list-style-type: none"> <li>• Ensure connectivity is available in our community spaces including libraries, schools, and early years settings</li> <li>• Ensure citizens can access resources within our libraries</li> <li>• Ensure citizens can access learning opportunities to further their digital skills and cyber resilience abilities</li> <li>• Ensure that digital literacies are embedded into all aspects of the curriculum</li> <li>• Foster positive relationships between families and early years settings/schools allowing for support opportunities to be identified</li> <li>• Provide equity of access to digital resources for all learners in schools</li> <li>• Ensure that citizens on low incomes are involved in the design and development of digital services that matter to them</li> <li>• Ensure super-fast broadband infrastructure is rolled out across the whole Council owned estates. This will not only provide benefits to tenants but will also support our colleagues across the Council to work in a more mobile and efficient way. This will also enable services across the Council, such as the Smart Cities project to continue to develop their programme to reduce/eliminate the barrier of internet access. 2/3 of all council homes now connected to the CityFibre infrastructure network</li> <li>• Working with partners CityFibre to enable FTTP (fibre to premises) rollout across the City</li> <li>• Working with 3rd sector partners to provide families with connectivity and devices as part of the SG Connecting Scotland programme. Connecting Scotland is a Scottish Government initiative being managed by the Scottish Council for Voluntary Organisations set up during the pandemic to provide funding to support organisations to help get every citizen in Scotland online</li> </ul> | <ul style="list-style-type: none"> <li>• In March 2020, at the start of the Covid-19 pandemic, we worked to provide our most vulnerable families with devices and connectivity</li> <li>• Schools worked during lockdown to provide devices to pupils to enable remote learning</li> <li>• Funding and agreement to embark on Empowered Learning project, Empowering Learners through access to digital platforms &amp; apps</li> <li>• Ensuring that all our Council owned homes are connected to infrastructure to enable a fast and reliable broadband service will support our colleagues across the Council to work in a more mobile and efficient way while ensuring our tenant's needs are met. This will also enable services across the Council, such as the Smart Cities project to continue to develop their programme to reduce/eliminate the barrier of internet access.</li> <li>• City of Edinburgh council is working in partnership with CityFibre and Openreach to enable FTTP (fibre to premises) rollout across the City to provide super-fast fibre broadband infrastructure to all our council own homes. Through open networks, this infrastructure will prove our tenants with the ability to choose from over 600 different broadband providers, ensuring they have access to the best deals without any set up costs, to date 2/3homes have been connected so far</li> </ul> | <ul style="list-style-type: none"> <li>• Delivery of Empowered Learning which will see nearly 40,000 digital devices to children and teachers in the city, training and roll out of this solution will start August/September</li> <li>• We will continue to work with our partners to identify and develop opportunities around our digital infrastructure to improve connectivity, improved connectivity will mean that our citizens, councillors, colleagues, visitors, and businesses will benefit from full use of our digital services and increase participation in a digital city</li> <li>• CityFibre and broadband infrastructure work well underway, now reviewing options to utilise this infrastructure and settle on a final strategy Strategic planning meeting set for January 2022.</li> </ul> | <p>Edinburgh Poverty Commission identified that action must be taken to address and ensure that digital participation opportunities are made available for those living with poverty. We will:</p> <ul style="list-style-type: none"> <li>• Support the delivery of measures set out in the Council's Our Future Council; Our Future City plan to provide digital inclusion opportunities for our citizens. We will continue to identify opportunities, develop plans and work with partners to exploit and deliver these commitments throughout the lifespan of the strategy</li> <li>• Continue to explore and develop digital connectivity opportunities for Council tenants. Strategic planning meeting set for January 2022.</li> <li>• Broadband infrastructure connectivity work continues</li> </ul> | <ul style="list-style-type: none"> <li>• Providing up to date infrastructure and hardware</li> <li>• Get Online –</li> <li>• As part of their Community Benefits commitments CGI will undertake work to improve digital inclusion and participation</li> <li>• Deployment of 1 to 1 devices for all Early, Primary and Special teaching staff</li> <li>• Deployment of 1 to 1 devices for P6 &amp; P7 learners</li> <li>• Deployment of devices in a ratio of 1 to 5 for P1 – P5 learners</li> <li>• Continue to explore and develop digital connectivity opportunities for Council tenants. Strategic planning meeting set for January 2022.</li> <li>• Broadband infrastructure connectivity work continues</li> <li>• Take forward opportunities to involve Council tenants in user groups to help inform the development and testing of new digital improvements to the Council's housing services, such as improved online reporting of repairs</li> </ul> | <ul style="list-style-type: none"> <li>• Edinburgh Learns curricular groups to support evaluation of Empowered Learning identifying areas for further support and next steps</li> <li>• Continue to explore and develop connectivity opportunities for Council tenants. Strategic planning meeting set for January 2022.</li> <li>• Broadband infrastructure connectivity work continues</li> <li>• Take forward opportunities to involve Council tenants in user groups to help inform the development and testing of new digital improvements to the Council's housing services, such as improved online reporting of repairs</li> </ul> | <ul style="list-style-type: none"> <li>• Review and refresh Empowered Learning provision</li> <li>• In planning to be confirmed:</li> <li>• Review of digital connectivity infrastructure and development of plans to meet with current and future technologies</li> <li>• CityFibre expect to have completed their build by the end of 2024</li> </ul> |

## Digital Council and Smart City - Smart Cities

A smart city is an urban area that uses different types of Internet of Things (IoT) sensors to collect data then use insights gained from this to manage assets, resources, and services. Our vision for a smart city is the application of data and technology to increase efficiency, minimise costs and enhance convenience.

| Key deliverable  | Delivered to date  | Sept 2021   | March 2022   | Sept 2022   | 2023   | Beyond 2023   |
|--|--|---|--|---|--|---|
| <p>Smart Cities</p> <p>Our aim for Edinburgh is to:</p> <ul style="list-style-type: none"> <li>• Make the city more liveable, workable, and sustainable</li> <li>• Have world class connectivity</li> <li>• Manage the city resources as effectively and intelligently as possible</li> <li>• Deliver world-class citizen-centric city services</li> <li>• Underpin a continuous process of reinvention, transformation, and creativity</li> <li>• Support economic development and long-term prosperity</li> <li>• Improve resilience</li> </ul> <p>Empower citizens to become Smart/Digital Citizens of the future.</p> <ul style="list-style-type: none"> <li>• For Edinburgh this will include:</li> <li>• connectivity – 5G and FTTP</li> <li>• sensor technology, IoT, AI</li> <li>• smart parking and EV charging</li> <li>• wearable and mobile tech</li> <li>• smart public transport</li> <li>• city Wi-Fi</li> <li>• smart energy</li> <li>• health and social care</li> <li>• smart citizens</li> <li>• DDI</li> <li>• conversational platforms</li> <li>• GPS/GLONASS and location analytics</li> <li>• greater citizen engagement</li> </ul> | <p>Approved proposal for a fully integrated IoT Platform. Project delivery to commence in Q1 2022.</p> <p>New Order placed for smart bin and smart housing sensors</p> | <p>We will continue over the course of the Strategy to reshape our IT services and help to reshape the city with an approved plan for a fully integrated IoT Platform. This will enable Edinburgh to take advantage of the opportunities afforded by new and transformative technologies to become a digital Council and a world leading Smart City.</p> <p>Through our Customer Digital Engagement and Web programme, we will be:</p> <ul style="list-style-type: none"> <li>• Digital by default – implement a digital approach to the delivery of services</li> <li>• Citizen centric – put citizens at the centre of what we do by</li> </ul> <p>Working with SFT/InfraLink to encourage increased 4G/5G coverage across the City including working with our Planning team.</p> | <p>The City of Edinburgh Council is developing an operations centre to support smart city services. This internet of things (IoT) platform will be able to incorporate artificial intelligence (AI), smart bin and housing sensors, upgraded CCTV and analytics technologies. This concept is underway and will be delivered over the course of the coming years in phases.</p> <p>Edinburgh's plan for a Smart City Operations Centre foundational platform and sensors benefitting from 8th City European Regional Development Fund support. The 8th City Programme is one of 3 workstreams delivered by the Scottish Cities Alliance, a partnership of Scotland's seven cities and the Scottish Government</p> <p>Engagement with all mobile operators/infrastructure providers to encourage improved connectivity.</p> | <ul style="list-style-type: none"> <li>• By delivering our Digital Skills and Digital Inclusion commitments, we will:</li> <li>• Provide and signpost a wide range of digital support tools and materials</li> <li>• Provide adult learning opportunities using</li> <li>• Deliver digital inclusion learning opportunities for citizens</li> <li>• Design services and support capabilities that deliver digital inclusion for all our citizens</li> <li>• Embrace social media as a tool for engagement</li> <li>• Smart City Operations Centre work continues</li> </ul> | <p>By treating data as an asset, we will:</p> <ul style="list-style-type: none"> <li>• work with services to improve the tools that enable a Council-wide approach to business intelligence to enhance services and digital engagement with our customers and communities</li> <li>• Smart City Operations Centre work continues</li> </ul> <p>Ongoing projects to improve 4G/5G coverage through use of Council Assets to improve coverage.</p> | <p>We will review our Smart City capability and create a portfolio of smart city projects that balances short-term versus long-term impact, risks, investment, and social value, and establishes key strategic outcomes. As part of the work of the board, we will:</p> <ul style="list-style-type: none"> <li>• Develop a structured innovation management framework and innovation toolkit that builds on best practice from a broad range of relevant sectors</li> <li>• Work with 3rd party telecoms providers to exploit the connectivity available to us</li> <li>• Adopt and support the development of relevant Scottish UK and international Smart Cities actions and standards to build trust and confidence, ensure interoperability, and provide shared frameworks for city transformation plans</li> <li>• Develop governance to ensure a well-integrated smart city approach and coordinated governance of critical elements associated with portfolio, data and information management, cybersecurity, procurement, ethics, and privacy</li> <li>• Connect and share smart city knowledge, learning and assets</li> <li>• Introduce incubator projects at low cost to pilot tech benefits to solve real world problems</li> <li>• Smart City Operations Centre work continues</li> </ul> |

## Digital Council and Smart City - Innovation

Innovation is about addressing problems in new and original ways that better meet the needs of customers.

Many developments in both the systems we use and in Smart Cities technology are experienced as innovation, having a disruptive impact on how services have previously been experienced or delivered; both positive and negative.

| Key deliverable  | Delivered to date  | Sept – Dec 2021   | March 2022   | Sept 2022  | 2023  | Beyond 2023  |
|--|--|---|--|--|---|--|
| <p>The Council sees two forms of innovation driving empowerment:</p> <ul style="list-style-type: none"> <li>un-proven: The first focuses on new 'unproven' technology, where the Council would be an early adopter</li> <li>proven: The second is the adoption of new, or re-use of existing, proven technologies by the Council. This approach will be supported through a business case approach.</li> </ul> <p>Both approaches will be supported as appropriate to the technology and the solution.</p> | <ul style="list-style-type: none"> <li>Teams unified communications</li> <li>Team collaboration (on request)</li> <li>Mobile Device Management re-platform (Intune)</li> <li>Outlook Online</li> <li>BYOD</li> <li>self-service password reset</li> <li>Our Shared Repairs service was a Challenge Sponsor in the Scottish Government's CivTech 4.0 Innovation Programme, supported by Digital Services Relationship Management. 2 Phases included the Tenement App and Case Management system. Phase 1 – Tenement App has been completed. Phase 2 – Case Management cloud-based system for tenement repairs led by the Council has been delivered and is in use.</li> </ul> | <ul style="list-style-type: none"> <li>OneDrive for Business</li> <li>Continue to use technology and innovation to assist in new ways of working</li> </ul> | <p>We will:</p> <ul style="list-style-type: none"> <li>Promote an understanding of new products, process, services, or technologies that are emerging in the market, both locally and globally as well as from SMEs and well-established providers</li> <li>Support an innovative culture across the Council</li> <li>Enable third parties to pitch innovative concepts to the Council following procurement guidelines</li> <li>Provide a structured mechanism for the Council to explore and manage its technology innovation portfolio</li> <li>Engage and consult key stakeholders on benefits and opportunities of Cloud adoption</li> </ul> <p>We will:</p> <ul style="list-style-type: none"> <li>Encourage cross-departmental re-use and sharing of systems/resources</li> <li>Continue to use technology and innovation to assist in new ways of working</li> </ul> | <ul style="list-style-type: none"> <li>Continue to explore and exploit innovation and collaboration opportunities through DDI (data driven innovation)</li> <li>Review strategy and update to reflect current innovations, technologies, security, and the Council's technology landscape</li> <li>Empowering school leaders to drive innovative changes within their setting</li> <li>Continue Cloud migration</li> <li>Continue to use technology and innovation to assist in new ways of working</li> </ul> | <ul style="list-style-type: none"> <li>Identify opportunities to Increase and drive automation</li> <li>Continue Cloud migration</li> <li>Continue to use technology and innovation to assist in new ways of working</li> </ul> | <p>Potential to drive innovation further with adoption of additional Microsoft 365 capabilities:</p> <ul style="list-style-type: none"> <li>e.g., low code no-code (PowerApps and Flow)</li> <li>migration of G drives to Teams/SharePoint and a range of other new 365 tools</li> <li>Identify further innovation opportunities</li> <li>Final Cloud migration strategy move</li> <li>Continue to use technology and innovation to assist in new ways of working</li> </ul> |

## Digital Council and Smart City - Technology Sustainability

The City of Edinburgh Council has set an ambitious city-wide target to become carbon neutral by 2030.

| Key deliverable  | Delivered to date   | Sept 2021  | March 2022   | Sept 2022   | 2023  | Beyond 2023   |
|--|---|--|--|---|---|---|
| <p><b>Technology sustainability</b></p> <p>Digital Services and our delivery partners for technology and Smart Cities are committed to contributing to this carbon neutral target in several ways including reducing:</p> <ul style="list-style-type: none"> <li>• Energy use</li> <li>• Carbon emissions</li> <li>• The amount of waste generated</li> <li>• The effects of climate change</li> </ul> | <p>To date, we have:</p> <ul style="list-style-type: none"> <li>• Reduced carbon emissions by implementing an automatic shutdown of PCs in pilot areas across the Council in the evenings and over weekends</li> <li>• Installed multi-function devices to replace printers and copiers across the Council</li> <li>• Chosen technology solutions with virtualisation of servers or cloud hosting where possible to promote better value, save energy and reduce heat output and comply with the European Code of Conduct for the operation of data centres energy efficiency</li> <li>• Disposed of hardware responsibly and in accordance with the waste electrical and electronic equipment (WEEE) Directive and recycled equipment where possible</li> <li>• Extended the lifecycle of PCs and other hardware assets to take advantage of both cost savings and reducing waste</li> <li>• Implemented home/remote working solutions that reduce travel between sites and between home and work</li> </ul> | <ul style="list-style-type: none"> <li>• Continue to collect and dispose of hardware responsibly and in accordance with the waste electrical and electronic equipment (WEEE) Directive and recycled equipment where possible when lifting of Covid restrictions allow</li> </ul> | <ul style="list-style-type: none"> <li>• Continue to collect and dispose of hardware responsibly and in accordance with the waste electrical and electronic equipment (WEEE) Directive and recycled equipment where possible when lifting of Covid restrictions allow</li> </ul> | <ul style="list-style-type: none"> <li>• Review WAN</li> <li>• Device review</li> <li>• Complete Win2K8 server decommission - reducing number of servers</li> </ul> | <ul style="list-style-type: none"> <li>• Commence device refresh planning focusing on how we can make this more sustainable e.g., use of thin client (remote connection to central server rather than the reliance on local hard drive will mean less need for enhanced devices)</li> </ul> | <ul style="list-style-type: none"> <li>• Support 2030 Climate Strategy where digital technology as an enabler can contribute</li> <li>• CGI has committed to achieving net zero carbon emissions by 2030 with respect to carbon emissions</li> <li>• The City of Edinburgh Council has committed to become a "net-zero" city by 2030. Digital Services will work with CGI to reduce CO2 emissions and achieve these sustainability goals through innovative energy solutions</li> </ul> |

Key deliverables that aren't viable for progression will be shown in the table below. There can be several reasons why this can happen, as technology is an enabler it may be that the technology to deliver these has changed significantly, or largescale business delivery review is undertaken which means a different technology approach is required. As part of our overarching principles, we will balance delivery, quality, best value, and scope. We will focus on ensuring the delivery of quality solutions that offer best value and meet requirements across the entire organisation. This table will be updated quarterly.

| Strategic Theme | Key deliverable not initiated | Rationale |
|-----------------|-------------------------------|-----------|
|                 |                               |           |
|                 |                               |           |
|                 |                               |           |
|                 |                               |           |

The updates contained within this Digital and Smart City Strategy Implementation Plan were compiled 31 January 2022