

Integrated IT & Digital

Digital Facilitation

Application Rationalisation: A review of applications capabilities in order to eliminate duplication, enable greater standardisation and simplification of the IT estate. Eg decommissioning Lotus Notes databases, increasing use of Sharepoint sites, minimising use of Microsoft Access databases

Business Enablement Programme (BEP) – portfolio of technology projects across three portfolios with a cross-cutting Cyber-Security Theme
(i) - Application Platforms Modernisation (ii) Modern Workplace (iii) Networks

Greater Agility
-access from anywhere, any device

Document management
Standardised and simple, easier workflow, greater storage

Collaboration and Partnership working
- file sharing, Skype Instant messaging

Wide Area Network (WAN) Retender

New Security Strategy phase 1

Voice Strategy - including VOIP

Data Centres relocation

Council House Reurbishment
-IT refresh

New Security Strategy phase 2

Enabling the delivery of excellent customer Services (internal and external)
- Deliver excellent customer services underpinned by streamline processes and effective online solutions
- Maximise the funds available to deliver services by undertaking effective income generation and collection activities
- To support the financially vulnerable within the City by ensuring timely and accurate assessment of benefit entitlement
- Ensure that technology and data enables modern working practices and excellent decision-making underpinning by quality data

AI / Chat-bot customer communication channel pilot

Replacement Contact Centre Telephony – delivering omni-channel communications capability

Customer-Centric Services: Reducing demand
• BRUM Account Phase 3 – Building on phases 1 and 2 modernisation; Identification and incorporation new services to enable easy access to council services via low cost channels

Artificial Intelligence for better profiling -Targetting of services based on dataprofilng

Revenue Smart Text Payment – delivering additional channels for payments of

Prediction: Predicting Events and Anticipating Demand
• Microsoft Power BI tool or data analysis using Business Objects and Tableau

Customer-Centric Services: Reducing demand- phase 1 &2
• BRUM Account – modernised digital services for council, citizens and businesses – easy access to council services via low cost channels

Insight: Delivering Small Interventions with BIG OUTCOMES
• Microsoft Power BI
• Or
• Business Object & Tableau

GovRoam Wifi
-Installation of wifi to enable secure connectivity for social care and health staff, enabling greater collaboration

Audit:
Improved recovery rates and outcomes
• MS Power BI
• Tableau
• Crystal Reports
• (TOAD)

Management Information
Delivery of real-time or near-real-time Operational and Strategic Management Information with minimal intervention & Maximum automation

New & Improved Strategic Approach for Commissioning ICT Services and Projects

Create ICT Reference Architecture

Transition Phase TWO - Major change programme to create the new Future Operating Model

Transition Phase One TOM- Major change programme to Transition Capita to BCC

Corporate ITD Strategy Board

Corporate Strategic Assessment Board

Digital Data Protection Impact Assessment
-Digitising DPIA capture, analysis and monitoring

Information Asset Register:-
To identify what and with whom we share personal and sensitive

GDPR and Data Protection Impact Assessments – Review of city applications and document storage systems to ensure compliance with new regulations

GDPR -Iserver:-
A repository of all data sharing agreements

GDPR - New Data Protection directive Strategy approach & implementation

Robotic Process Automation

- Process Automation - Data integration - Synchronisation - Migration - Extraction

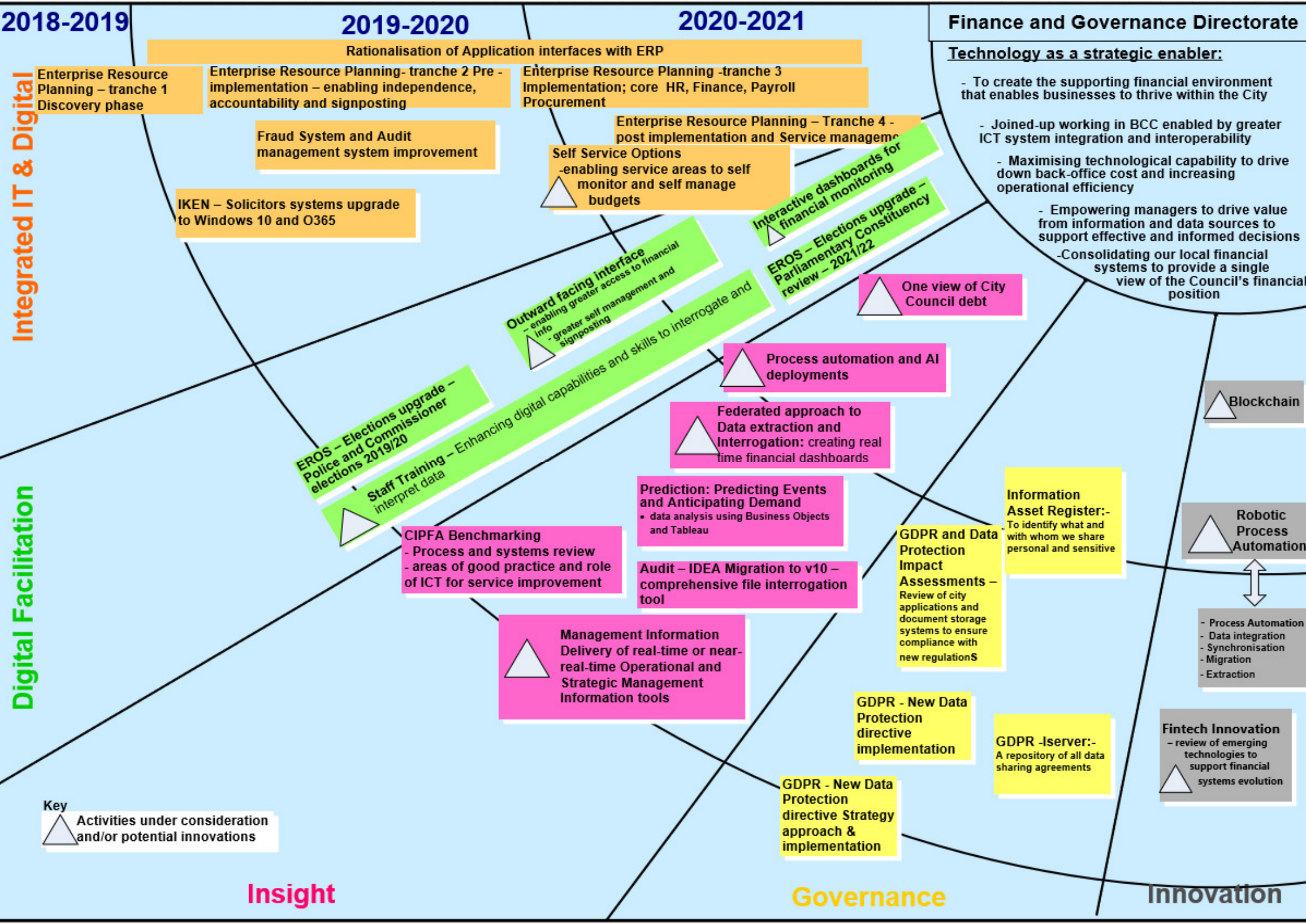
Key
△ Activities under consideration and/or potential innovations

Insight

Commissioning

Governance

Innovation



2018-2019

2019-2020

2020-2021

HR and Organisational Development Directorate

Integrated IT & Digital

Digital Facilitation

Enterprise Resource Planning -tranche 3
Implementation; core HR, Finance, Payroll
Procurement

Enterprise Resource Planning –
Tranche 4 -post implementation
and Service management

Business Enablement Programme (BEP) – portfolio of technology projects
across three portfolios with a cross-cutting Cyber-Security Theme
(i) - Application Platforms Modernisation (ii) Modern Workplace (iii) Networks

Greater Agility
-access from anywhere,
any device

Document management
Standardised and simple, easier
workflow, greater storage

Collaboration and
Partnership working
– file sharing, Skype
Instant messaging

Workforce - Digital Skills and Capacities
Upskilling staff in the use of digital and IT

Workforce Technology
Needs Assessment
-ensuring all staff have appropriate
access to council information, systems
to enable inclusivity and trust

Single Training platform
-rationalising the multiple supplier
training applications

Chatbots & AI
-Use of emerging
technologies to solve
service design problems

Performance Management
&Monitoring systems
Review and refresh
Council's performance management
tools to enable better alignment of
service delivery and project
management to strategic objectives

Management Information
Delivery of real-time or near-
real-time Operational and
Strategic Management
Information tools

Embedding our values and behaviours as One
Council

- Empowering and enabling our workforce to
self serve using simple and user centric
technologies
- Providing the right tools to our workforce that
enables greater agility, inclusivity and trust.
- Having a meaningful two-way dialogue with
our workforce that supports greater
engagement, enables co-design
capabilities and effective partnership
working

Data Quality
and Cleansing
_ ensuring one
version of the truth
-access to the right
data at the right
time for the right
people
- confidence to
make decisions
based on accurate
and up to date data

GDPR and Data
Protection
Impact
Assessments –
Review of city
applications and
document storage
systems to ensure
compliance with
new regulationS

Immersive
Learning
- Using 3D
visualisation and
immersive
environments for
interactive learning

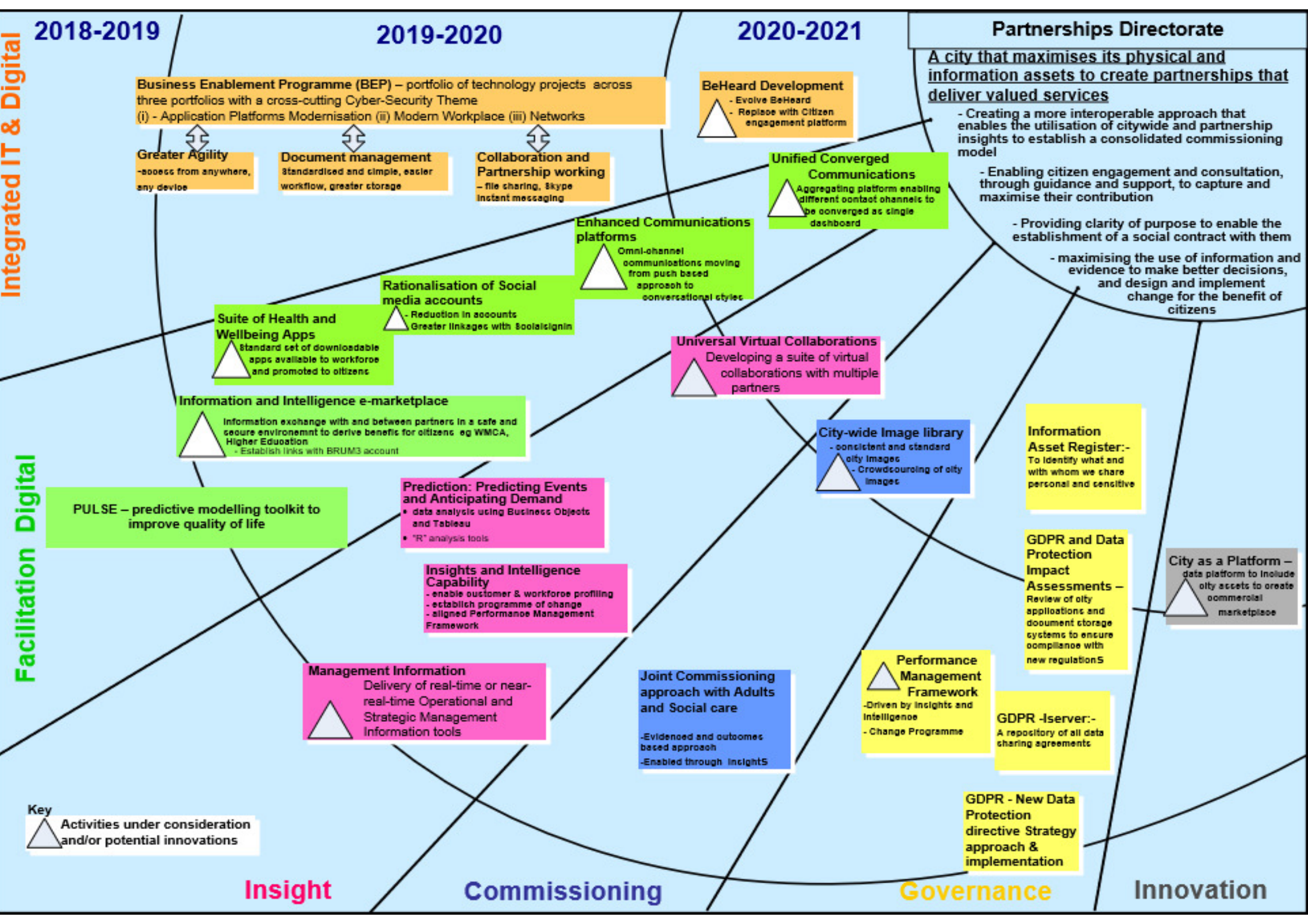
Innovation
Ecosystem
- Developing an
innovation culture
through internal &
external partnerships

Key
Activities under consideration
and/or potential innovations

Insight


Governance


Innovation

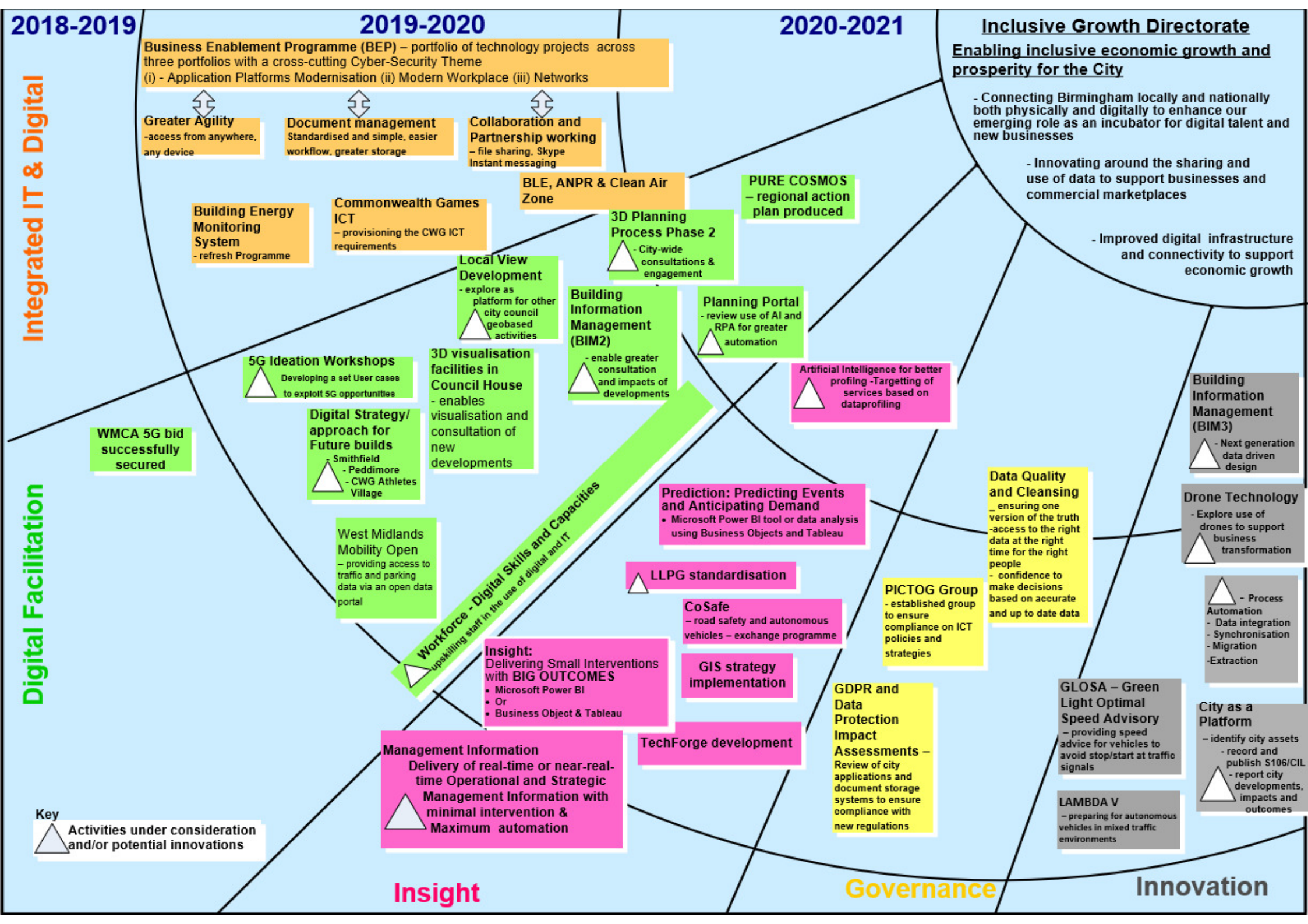


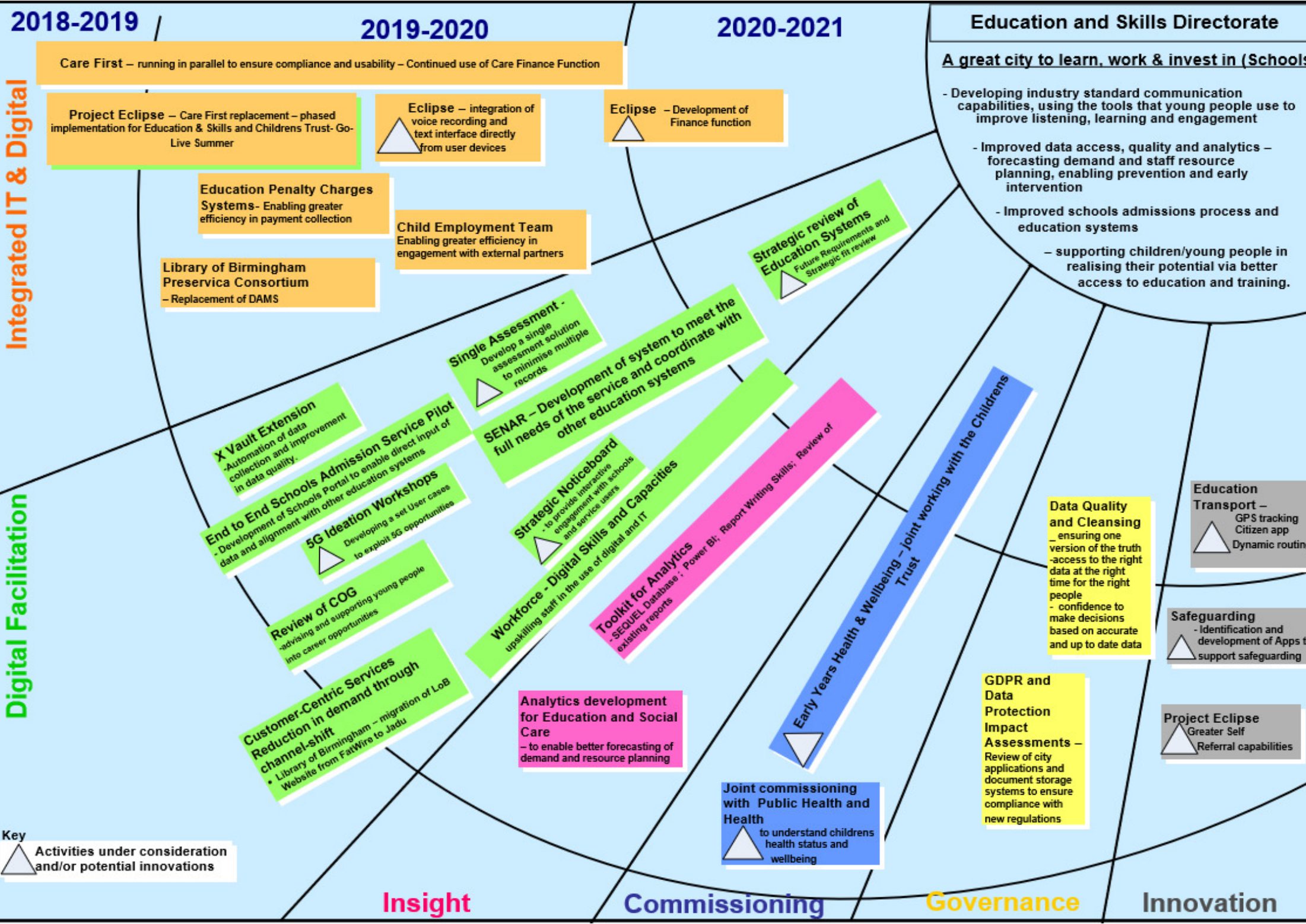
Innovation

- A city where our citizens have pride in where they live, a strong sense of belonging and a voice in how Birmingham is run

Systemated case Management solution for Housing
 - for inflight programmes

 Performance and Compliance reporting





2018-2019

2019-2020

2020-2021

Adult Social Care Directorate

A great city to grow old in (Adults & Health)

- Ensuring Adults and Older People are resilient, living independently, whenever possible and exercise choice and control so that they can live good quality lives and enjoy good health and wellbeing
- Promoting the independence of all our citizens
- Joining up health and social care services so that citizens have the best possible experience of care tailored to their needs
- Preventing, reducing and delaying dependency on public sector services and increasing the resilience and independence of citizens, their families and the community

Care First – running in parallel to ensure compliance and usability until replaced by Eclipse

Major Systems Development
Project Eclipse – Care First replacement – phased implementation for Adult Social Care,

Co-location of Health & Social care
- developed technology infrastructure enable joint working

Common Share record -Phase 1 - Developing use cases to enable a common shared record via integration and interoperability with Eclipse

Eclipse – integration of voice recording and text interface directly from user devices to support 3 conversations

City4age – scaleup
- supporting older people to remain independent for longer

The 3 Conversations – Implementing the supporting technology to deliver new service approach

Automation & self referral

Sensors and IoT home infrastructure

Wearable technologies

Reduced Hospital admissions
- Review of front and back door admission process

Equipment & Assistive Technology Implementation

5G Ideation Workshops
Developing a set User cases to exploit 5G opportunities

Information, Advice and Guidance :-
alternative communication methods; interactive messaging capabilities; signposting

Development of Connect to Support:-
- to support user reviews,
- creation of e-marketplace
- maximise use of community assets,

Staff Technology Needs Review – ensuring the workforce has the right tools to support service change

Customer Journey – identifying the IT tools and processes to support Customer journey workstream

GovRoam Wifi
-Installation of wifi to enable secure connectivity for social care and health staff, enabling greater collaboration

Equipment & Assistive Technology Strategy

Workforce - Digital Skills and Capacities - upskilling staff in the use of digital and IT

Analytics development / predictive analytics – prevention and early intervention – data sharing options with other agencies, systems integration

Data Hierarchy
- Availability and access to data at City, District and Neighbourhood levels

New and Improved Strategic Approach for Commissioning ICT Projects

Data Quality and Cleansing
- ensuring one version of the truth
- access to the right data at the right time for the right people
- confidence to make decisions based on accurate and up to date data

GDPR and Data Protection Impact Assessments –
Review of city applications and document storage systems to ensure compliance with new regulations

STP Digital Strategy Development
– working with the STP to develop digital infrastructure and service redesign

AI / Chatbot customer Communication channel pilot

Deployment of Virtual reality and AI driven apps to support greater independence and mental health

Development of user-centric applications for reduction in social visits

Local Digital Fund- Review of technologies to support reduction in care visits

Key
△ Activities under consideration and/or potential innovations

Management Information
Delivery of real-time or near-real time Operational and Strategic Management Information with minimal intervention & Maximum automation

Insight

Commissioning

Governance

Innovation