

Committee(s)	Dated:
IT Sub-Committee – For Information	2 nd November 2018
Subject: Change and Engagement Update	Public
Report of: The Chamberlain	For Information
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Summary

The desktop element of the IT Transformation Programme completed in February 2018 and since that time there has been a steady increase in the adoption of the new Office 365 technologies. The IT Division continues to deliver a programme of communications, training and campaigns to encourage further adoption, most recently through the ‘Collaborate’ campaign. The next significant development will be the rollout of Microsoft Teams.

Recommendation(s)

Members are asked to:

- *Note the report.*

Main Report

Background

1. The City of London Corporation (CoL) IT Transformation Programme over the last 18 months has refreshed its end-to-end Technology Stack. The Vision and Strategy set out at the start of the Programme and approved at the IT Sub Committee was to:
 - Buy not Build;
 - Use fewer systems more effectively;
 - Secure compliant IT systems and services that support the organisation;
 - Move from complexity to commodity.
2. The desktop element of the programme completed in February 2018, with the delivery of Windows 10 devices and Office 365 to the organisation, included a shift from a primarily desktop IT estate to more than 70% laptops. Since that time, a programme of communications, training and campaigns has been delivered to drive user adoption and maximise the benefits from the organisation’s investment in IT.

User Adoption

3. The User Adoption Dashboard (delivered through PowerBI) continues to provide significant insight into the no. of officers using the various technology elements, as well as the amount that they are used.
4. We know that:
 - Over a third of staff (approx. 1000) are using Skype for Business Instant Messaging functionality month on month;
 - There has been an increase in the total use of Skype Audio and Video functionality, peaking at over 200 hours in June;
 - The no. of active SharePoint sites across the organisation continues to increase - in September there were 177 which compares to just 57 in January;
 - Highest levels of adoption are in Chamberlains department with Skype usage at 78% and SharePoint usage at 60%. Lowest adoption levels at present are in Open Spaces (16% Skype and 3% SharePoint). This may be largely impacted by worker styles and the use of other applications for document storage.
5. Other O365 highlights include:
 - the Corporate Strategy and Performance utilising PowerBI to develop a Corporate Dashboard – utilising data sources from across the organisation;
 - the Clean City Awards Scheme using Microsoft Bookings for managing inspections;
 - the IT Division using Microsoft Forms for capturing the Net Promoter Score;
 - EDO using Skype for their weekly team meetings between Guildhall and Beijing;
 - An external SharePoint collaboration site being used between CoL, Barbican Centre, Museum of London, London Symphony and the Guildhall School as part of the Culture Mile project.

Collaborate

6. In October 2018, the Collaborate Campaign was launched to increase awareness of Skype, SharePoint and a new product, Microsoft Teams. Activities included:

- A full suite of professionally designed materials including posters, 'table talkers', banners and an animated video;
- A staff insight lunch focussing on 'Collaboration using technology' with internal and external speakers;
- Drop in sessions including a Teams demonstration and SharePoint Surgery;
- A series of 'Bytesize' training sessions focussing on O365, SharePoint, Skype and Forms;
- Targeted communications to staff and Chief Officers;
- Presentations to departmental SMTs.

User Adoption Workshops

7. The IT Division have partnered with a specialist technology adoption partner, Sei Mani, who held a day of workshops with members of the Division and the wider organisation on 27th September. The workshops provided a gap analysis of the adoption programme to date. Initial comments were very positive:

- The need for tailored messaging and communications to different areas of the organisation to reflect the diversity of requirements and business drivers;
- The provision of Skype headsets to officers to drive Skype adoption, specifically to improve the quality of calls and facilitate its use in open plan offices;
- The need for the IT Division to remain as role models for the organisation e.g. reducing e-mail use in favour of Skype instant messaging or Teams persistent chat.

Microsoft Teams

8. The next challenge will be in raising awareness, deploying and driving adoption in Microsoft Teams - collaboration software that is part of the Office

365 suite. The core capabilities in Microsoft Teams include business messaging, calling, video meetings and file sharing through bringing together the functionality of other O365 applications. Microsoft Teams is now used by more than 200,000 organisations.

Members Engagement

9. Further Members training will be offered through drop-in sessions during the next 6 months. A separate briefing session on examples of how we are using the 365 Suite of software will be arranged for Members of the Finance Committee in early 2019.

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