

Committee(s)	Dated:
Digital Services Sub Committee – For Information	30 th May 2019
Subject: Change and Engagement Update	Public
Report of: The Chamberlain	For Information
Report author: Sam Collins, Head of Change and Engagement	

Summary

IT Transformation has already delivered £250,000 in cashable storage savings. To deliver further benefits requires the adoption of the Office 365 toolset that the organisation has already invested in with our Microsoft licence agreement. Tools such as Skype for business save time in travel with staff no longer having to travel to the City from our remote locations for short meetings and tools such as Sharepoint and Teams creating opportunities for more collaborative working.

Microsoft Teams is the latest office 365 tool now in use by over 1000 staff and presents a significant opportunity to improve ways of working for Departments as it combines collaboration tools such as Sharepoint, messaging and Skype into one single software solution. Adoption levels for SharePoint continue to increase month on month, though Skype for Business adoption has now stabilised and even reduced as some staff have moved from Skype to Teams. Work continues to upgrade the Audio Visual (AV) equipment and Skype systems in Chief Officer's rooms, Corporate meeting rooms and Committee rooms.

Recommendation(s)

Members are asked to:

- *Note the report.*

Main Report

Background

1. The desktop element of the IT Transformation Programme completed in February 2018, with the delivery of Windows 10 devices and Microsoft Office 365 to the organisation. 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. The effective use of technology is increasingly important, as departments look to identify more efficient ways of working through the Fundamental Review.

User Adoption

2. The User Adoption Dashboard (delivered through PowerBI) continues to provide significant insight into City Corporation staff using the various technology elements;
 - a. Around 1200 City Corporation staff are regularly using Skype for Business, though this figure has not increased in recent months
 - b. Since its launch in February 2019, there are now around 1000 City Corporation Staff using Microsoft Teams (see fig.1).

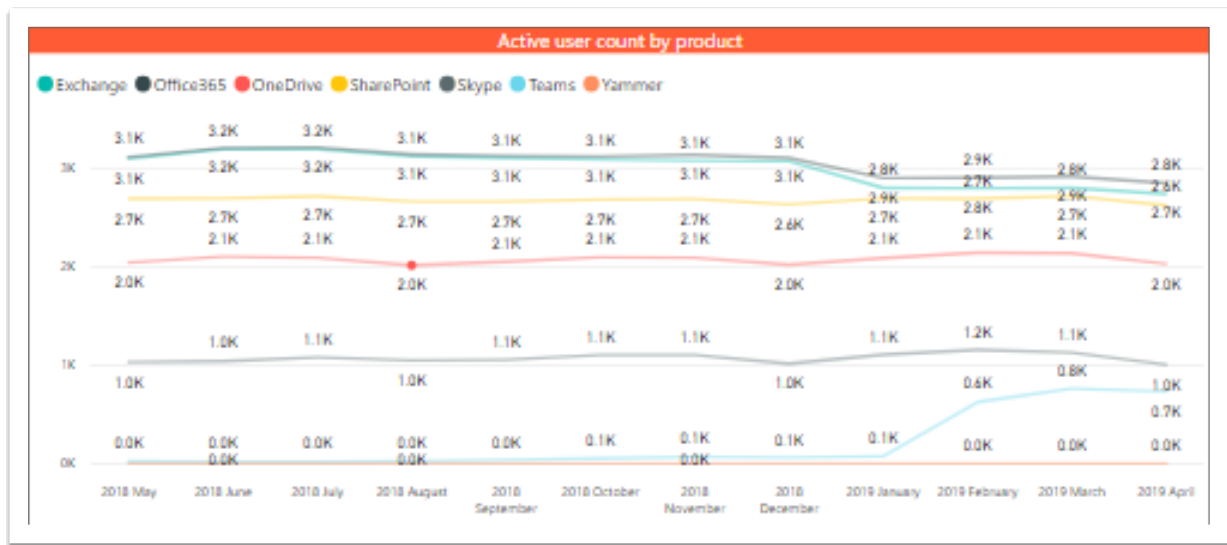


Figure 1

- c. The graph below (fig. 2), suggests that there has been a migration of communication activity from Skype for Business, to Microsoft Teams.

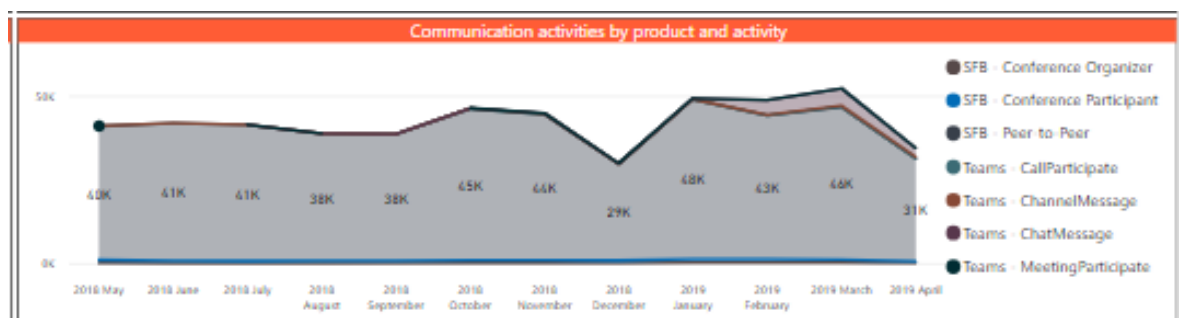


Figure 2

- d. The number of active SharePoint sites across the organisation continues to increase – in April there were 333 active SharePoint sites, more than double the figure this time last year (fig. 3).

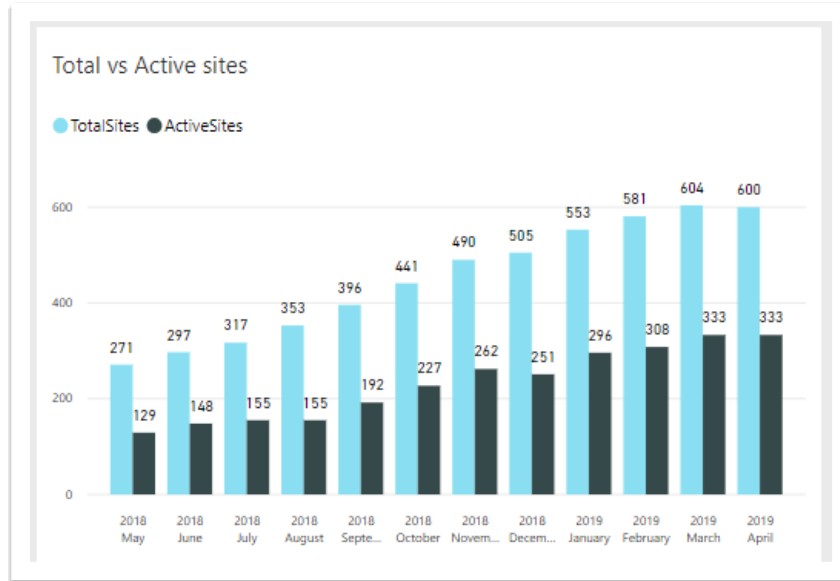


Figure 3

- e. Chamberlain's and Town Clerk's continue to show the highest O365 adoption levels within the Corporation. Open Spaces and Markets and Consumer Protection show the lowest levels of Skype for Business and SharePoint adoption at present (see fig. 4).

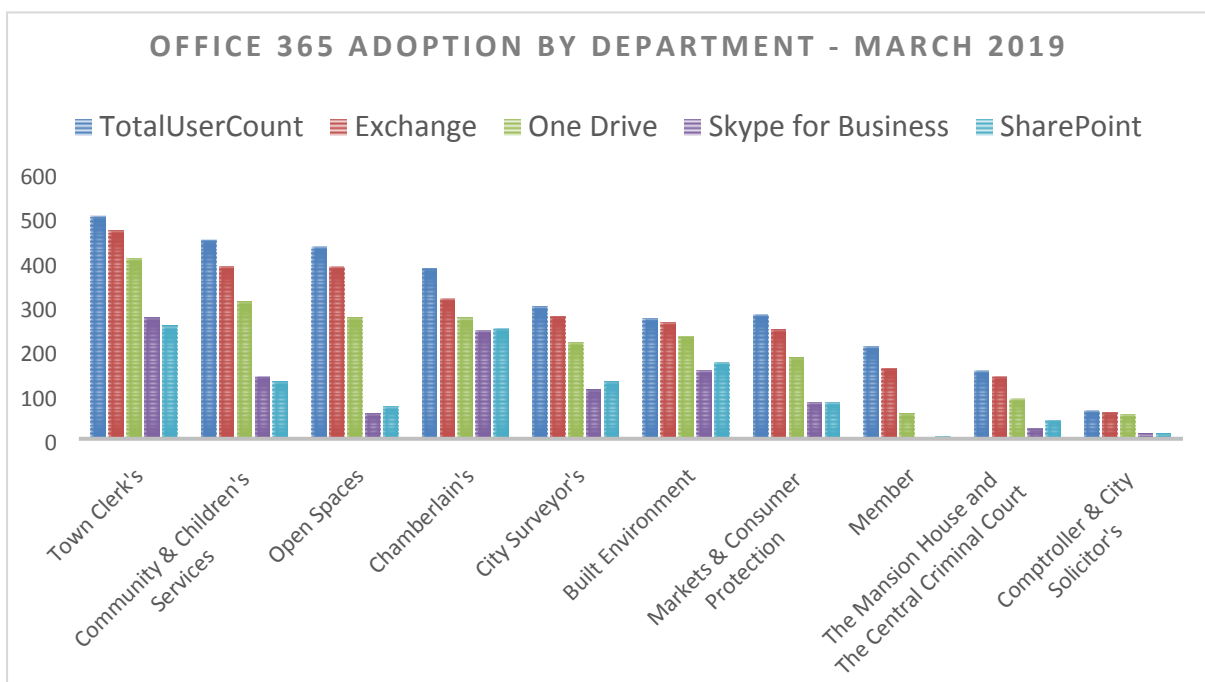


Figure 4

Skype Video-Conferencing Rooms

3. Skype Room Systems and display screens have now been installed across 8 office and meeting spaces in Guildhall. 3 further installations are planned to take place on 14th May.
4. Subject to appropriate funding, these will be followed by a larger project to equip all Corporate Meeting Rooms and Committee Rooms with high quality AV equipment to enable audio and video conferencing capability.

Microsoft Teams

5. Microsoft Teams was launched across the City Corporation on 11th February and has so far proved popular with departments. In April, the total number of active Teams users has reached 1000 staff and there has been strong demand for training and demonstrations.
6. Microsoft have recently commissioned a report into the 'Total Economic Impact of Microsoft Teams', which highlights some opportunities for the Corporation as part of the Fundamental Review. The key findings of the report were;
 - a. Teams can reduce the total number and duration of meetings;
 - b. With Teams, companies can reduce many other communication software and hardware solutions;
 - c. Online meetings can replace the need for travel and overnight stays;
 - d. Information workers can save 4 hours per week from improved collaboration and information sharing;
 - e. Improved worker satisfaction, integration and empowerment reduce attrition rates;
 - f. Less time is spent switching between applications each day;
 - g. Employees who work with outside organisations save time by having a shared workspace.

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