Community and Children's Services
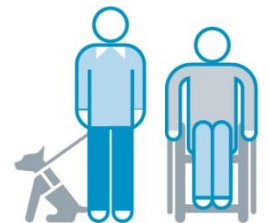
Technology Overview

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Digital Services Sub Committee
1st November 2019

Agile and Efficient Working

- DCCS was an early adopter of mobile working - facilitated by Corporate initiatives such as sharepoint, teams, skype, on line training (Microsoft Stream)

- Continuity of service and reduction in travelling time.

Improved Outcomes for Service Users

- Self service and on line facilities allows for personalisation of services, flexibility and control

- Improved connectivity - increased use of apps/technology to provide real time support and feedback

- Increased security and safeguarding (e.g. falls alerts, EDT access)

- Modern up to date management systems harnessing new technology and ensuring future proofing within the contract (e.g. Libraries, Housing Management System)
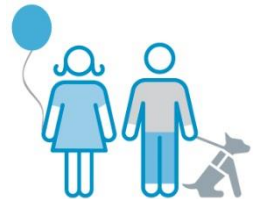
Future Plans

- Bringing support for local business applications into one team to reduce risks and harvest knowledge

- Power BI

- Increased use of CRM and Portals through the City On line shop (with Firmstep)

- Move away from commissioning on a system by system basis (reactive) to a service basis (better longer term planning and use of innovative technology).

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Challenges

- A Corporate IT/technology sourcing/forward plan would support departmental planning and enable greater collaboration

- Forging new ways of working by listening to users, encouraging channel shift and supporting services uses to become more IT literate/less reliant on paper or face to face

- A Corporate Payment strategy is not in place

- Corporately balancing risks and benefits (security locks, liabilities and savings)