

Committee(s): Digital Services Sub Committee	Date: 20 March 2020
Subject: Digital Update	Public
Report of: Chamberlain's	For Information
Report author: Sam Collins	

Summary

The City of Corporation has a significant digital capability provided through Office 365, City Dynamics (Dynamics 365) and City Services (Firmstep) and the IT Division continues to drive a programme of work to realise benefit from these platforms.

Notable achievements include the launch of the Strategic Engagement and Events Management functionality on City Dynamics, the new City Occupier Database functionality provided through PowerApps, and a new online shop built upon the Shopify e-commerce platform.

The IT Division has also recently replaced the ageing Hazardous Waste application with a City Services based system, as well as launching a new online self service portal for the Corporate website.

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 realise more efficient ways of working through the Fundamental Review.
2. The Customer Relationship Management (CRM) Project seeks to replace the current Corporate CRM (CRM 2011) with two separate solutions. City Dynamics (Dynamics 365) will provide functionality to manage the

Corporation's Strategic Engagement activity and Events. City Services (Firmstep) has been implemented in the Contact Centre for managing customer transactions including reports, applications, bookings and payments. Firmstep also provides a customer portal for online transactions.

3. Collectively, these programmes of work have delivered a significant digital capability to the Corporation, allowing the transformation of internal working practices towards a more *Digital Workforce*, as well as the provision of more services and functionality online through *Digital Services*.

Digital Workforce

4. The City of London Corporation continues to realise the benefits of the investment in Office 365, with an increasing use of digital tools including Skype for Business (audio/video conferencing and instant messaging), Microsoft Teams (Collaboration, audio/video conferencing and instant messaging), SharePoint (electronic document management), Forms (online forms) and PowerBI (Business Intelligence).
5. Some of the key highlights from early 2020 include;
 - Over 1300 active users in Teams;
 - Over 300 Teams have been created since its launch in February 2019;
 - Record number of Teams Calls and Messages in January 2020;
 - Record number of Skype Meetings in January 2020;
 - 1188 Active SharePoint sites.
6. Collectively, and with the propensity towards Corporate laptops and tablets, these enable an increasingly flexible and resilient workforce – with reduced reliance upon office accommodation to enable effective working.

Digital Services

City Dynamics (Dynamics 365)

7. The Strategic Engagement functionality went live in June 2019 and is now in use by over 100 staff across Innovation and Growth (IG), Corporate Affairs, Remembrancers and Mansion House. Since its initial launch, the IT Division have continued to work with the Business Intelligence Unit in IG to provide additional functionality and improve user experience.
8. The final phase of the Events Management module went live on 14th February 2020, which included a full suite of reports and more bespoke functional elements such as table planning. A cutover plan has been agreed with the Events Teams which will see the final event completed in May 2020.

9. A more significant piece of work has now commenced on Dynamics 365 to upgrade the existing user interface to the new 'unified interface' which will allow the platform to be fully responsive, for use across all devices as well as integrating with Outlook. This is due to complete in the summer, after which the workplan will focus on further enhancements to the Strategic Engagement and Events Management modules.
10. The City Occupier Database (COD) has also now gone live on a new application utilising Microsoft's PowerApps low code platform. This now enables the COD team to operate flexibly when conducting the survey and gather results from across different device types. The COD functionality was formerly provided on CRM 2011.

City Services (Firmstep)

11. December 2019 saw the launch of the new Online Shop using the Shopify e-commerce platform, which provides a modern, mobile responsive site for the sale of Corporation goods online. Previously this was provided on CRM 2011, and so constitutes another key step to the complete decommissioning of CRM2011.
12. The new City Services online portal went live in February 2020, replacing the existing Report, Pay, Apply webpage and the 'MyCity' login. This gives the organisation's customer a single portal into all our online services with the option to register and track requests. The new portal works well across all devices including mobiles and tablets.
13. A new Hazardous Waste application went live using City Services in February 2020, which is used to manage over 4000 hazardous waste removals every year on behalf of London boroughs. The new application included a shift to an online form and payment as well as the electronic management of the process – in place of the existing paper-based processes and use of multiple spreadsheets and e-mails. A telephone based service has been retained for more complex requests or instances where customers are not able to go online. The new application replaced a legacy application which was reliant upon the use of Windows 7 (now out of support).
14. A pilot exercise is underway with HR, to look at the use of City Services as a HR Helpdesk process – replacing the use of word-based forms and reliance upon e-mail with online forms, automated workflow and staff 'dashboards' for managing requests. An initial general enquiry form is due to go live in March 2020, with an ongoing workplan of further process specific forms. A review of the pilot is scheduled for April 2020.
15. An initial scoping day was held to look at using City Services for managing Freedom applications, specifically looking to move much of the paper based and manually intensive process towards online self service for applications, payments and bookings, and utilising dashboards and automated reports.

Corporate & Strategic Implications

16. City Dynamics and City Services provide the organisation with two capable digital platforms with which to transform services – providing greater online self-service and use of automation, reducing reliance on paper based and manual processes, as well as an opportunity to rationalise existing applications. Maximising the utilisation of these platforms is reliant upon the provision of enough internal resource in technical skills, as well as other disciplines such as user experience, service design and agile project management.

Conclusion

17. The Corporation continues to make positive strides in the use of digital tools for increasing workplace productivity and flexible working. The IT Division also continues to receive high levels of demand around the use of the City Dynamics and City Services platforms, which collectively can be used to greatly enhance the Corporation's online services, delivering more efficient services as well as enhancing the overall service offering to service users.

Sam Collins

Head of Change and Engagement
IT Division, Chamberlain's

T: 020 7332 1504

E: sam.collins@cityoflondon.gov.uk