

# DIGITAL, INFORMATION AND TECHNOLOGY SERVICES

## Our aims and objectives

- To provide “Brilliant Basics”
- To remove complexity across the organisation
- To enable and accelerate collaboration & transformation
- To converge appropriate services across Institutions
- Deliver high quality services that meet the needs of our customers
- Drive systems and process improvements to increase automation and self-service to deliver more proactive added value support

## Our focus for this year will be:

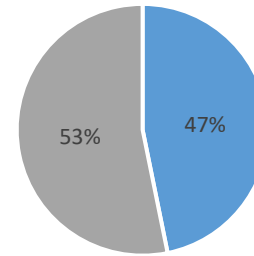
- Enabling the organization to make better data-driven decisions through a single joined-up data platform
- Completion of the transition from outsourced provider to inhouse allowing us full ownership of our services end-to-end
- Trusted Partner – Co-creation of a single IT Strategy for the Corporation, including our Institutions
- Empowerment – Network refresh, leading to a faster more stable experience

## What’s changed since last year...

- Commercial: Transitioned all Agilisys services back in house, delivering a saving of £902k per annum
- Co-Design Phase 1 Complete
- Digital First: Applications reduced by more than 60%
- Trusted Partner: New Digital & IT Strategy in development

## Where our money is spent 2024/25

Total £8.109m (CoL DITS Net Budget)

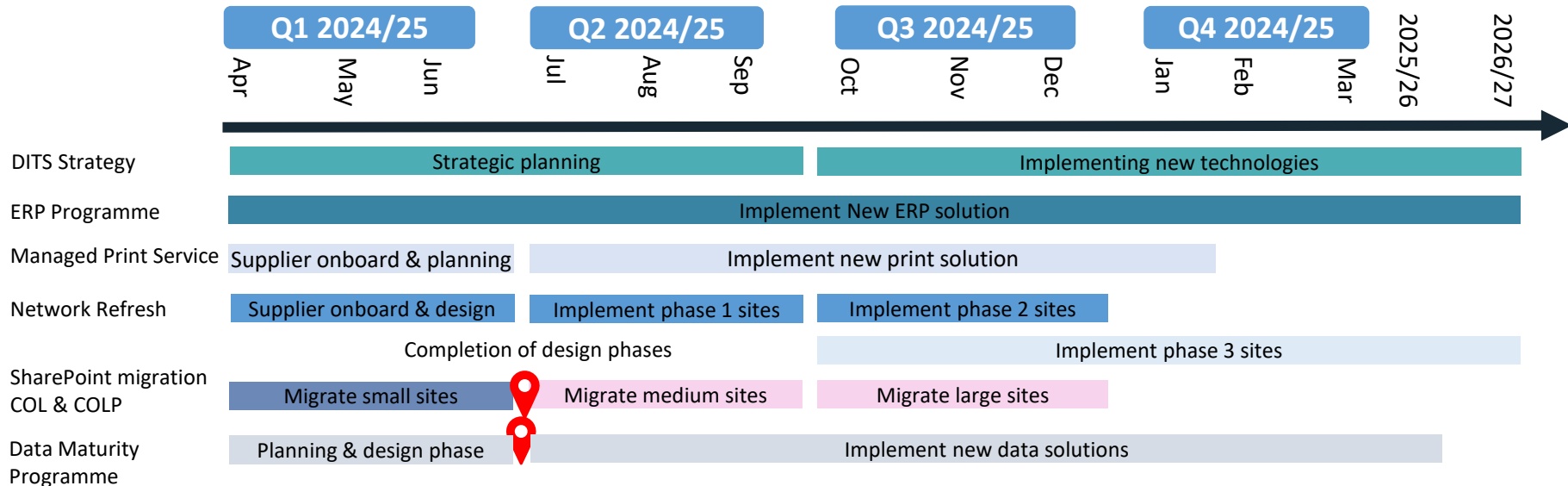


*\*DITS supply and support hardware, connectivity, applications and IT Infrastructure for both the Corporation and the City of London Police.*

■ Employees ■ Supplies & Services

## Our 2024/25 timeline planner priority workstreams and key milestones

Beyond 2024/25





# Our major workstreams this year will be:

Workstream Name	Priority	Funding allocation	People resource %	Prioritisation category	Dependencies	Outcomes/ Impacts	KPI	Update Schedule	24/25 Target	22/23 Baseline
DITS Strategy Implementation	1	£626,000 (local risk)	5%	Key link to Corporate Plan 2025-30	Recruitment to permanent SLT roles	Clear strategy and priorities, inform service direction and redesign	New DDAT Strategy Agreed and ratified by Digital Services Committee. Implementation plan agreed and actioned. April 24	N/A	April 2024	NEW
ERP Programme	1	£321,000 (capital)	5%	Key strategic outcome	Successful Software Tender and Service Integrator Tender	Replacement of legacy systems and opportunity for Finance / HR Transformation	Finance go live by 2025, HR go live by 2025, Self Service to be fully in place by June 2025	N/A	Finance Module go-live HR Module go-live Self-service go-live June 2025	NEW
Managed Print Service	1 (End of existing contract)	£90,000 – Seed Funding (23/24)	2%	Dependencies	Successful Tender for new Print Service	Improved managed print service and new supplier	Successful procurement of new Print Supplier August 24	N/A	August 2024 (procurement of new supplier)	NEW
Network Refresh	1 (End of support contract)	£60,000 – Seed Funding (23/24) Up to £10m capital bid 24/25	5%	Dependencies	Dependent upon successful tender outcome and secure of funding	New, high performing and streamlined Network	New Support Contract Agreed, Modern, Fit for Purpose Network Refresh Complete	N/A	Supplier onboard & design Q1 (24/25) Implement phase 1 sites Q2 (24/25) Implement phase 2 sites Q3 (24/25)	NEW
SharePoint Migration (COL and COLP)	2 (Invest to save / Reducing Complexity)	£172,000 (local risk)	3%	Climate Action	Completion of SharePoint Migration in COL	Reduction in Azure file directories and £ savings on storage	100% of documents cleaned / migrated from legacy file servers July 25	N/A	Small sites Q1 24/25 Medium sites Q2 24/25 Large sites Q3 24/25	NEW
Data Maturity Programme	2	£256,000 (transformation)	3%	Addresses a RISK on Corporation Register	Dependent upon successful recruitment to permanent data roles	Better use and management of data across COL	Update Data Quality Standards / Policies, Implement new Corporate Data Platform, Implement new Governance, Build internal Data function April 25	N/A	Q1 24/25 Planning & Design Q4 24/25 Implement new data solutions	NEW

## MEDIUM TERM PLANS UNDER CONSIDERATION (2025/26 & 2026/27)

Priority list ( e.g. new legislation, services, projects, automation)	2025/26	2026/27	Funded or Unfunded
ERP Programme	x		Funded
Network Refresh	x	x	Unfunded

## OUR STRATEGY AND CROSS-CUTTING STRATEGIC COMMITMENTS

- Climate Action – work carried out to move to Cloud
- Destination City – working to better understand available datasets across the organisation
- Taking a shared role in delivering the People Strategy
- Support the delivery of the ED&I Strategy
- Delivery of a new cross-Corporation Digital, Data and Technology strategy to enable and accelerate the implementation of the new Corporate Plan
- Support the delivery of the MTFP



# OUR PEOPLE

## PLANS TO INCREASE STAFF ENGAGEMENT

### Team

- Weekly Teams message highlighting events, changes, and achievements; Monthly all-staff Town Hall meeting; Monthly Extended Management Team meeting; Catch up for our Institutional Heads of IT.

### Department

- Co-production of CHB communications plan to ensure effective cascade of key messages. (e.g. All Staff Calls, weekly emails from the Chamberlain, update and maintenance of CHB SharePoint site).
- Staff Survey action planning.

## DEVELOP CAPACITY AND/OR TALENT MANAGEMENT

- 4 Apprentice Roles, 2 currently vacant
- 4 internal staff successful in acting up positions in the past 12 months.
- Currently recruiting to two AD-level roles. One will be filled by an internal candidate.
- Capability Development through Udemy platform and Microsoft Skills Initiative.
- Membership of CHB Learning and Engagement Board to drive the priority of improving learning outcomes/upskilling for CHB staff.

## PROJECTS AND PROGRAMMES

- **Currently 169 Projects across COL and COLP**

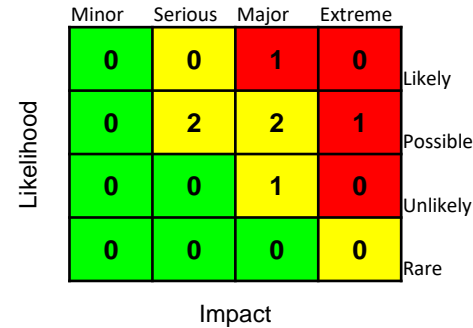
### DITS OWNED GATEWAY PROJECTS

- Service Transition Programme (GW5)
- Corporate Telephony Replacement (E5 Implementation Funding)
- Device Refresh (GW0)
- Network Refresh (GW0)
- Managed Print Service (GW5)
- Network Support Contract (GW5)

### OTHER KEY PROGRAMMES / PROJECTS WITH DITS INVOLVEMENT

- ERP Programme (Finance / HR)
- COLP Accommodation Programme (COLP)
- COLP FCCRAS Programme (COLP)
- Secure City Programme (COLP)
- Payment System Implementation (City Revenues)
- Future Police Estates Programme (GW5)

# KEY RISKS



RISK TITLE	SCORE
<b>CR16</b> Information Security	24
<b>CR29</b> Information Management	12
<b>COO DITS 045</b> PSTN Switch Off 2025	16
<b>COO DITS 040</b> Resilience and complexity COL/COLP	12
<b>COO DITS 037</b> Service transition COL & COLP	8
<b>COO DITS 042</b> Artificial Intelligence	6
<b>COO DITS 044</b> Business Intelligence (PowerBI) - Technical Support	6

### PARTNERS WE WORK WITH

- Tech Organisations (i.e. SAP, Microsoft)
- Local Government Association
- National Cyber Security Centre
- Police Digital Service
- Staff (CoLC/CoLP/Institutions)

### OUR STAKEHOLDERS NEEDS

Feedback was collated from stakeholders during the Digital Strategy Workshop sessions which be used to improve service delivery.

# OUR IMPACTS

**4,809** Users supported across COL, COLP & London Councils



**1680** New devices provided in COL



**1800** Users migrated to Teams Telephony



**60TB** Data Cleansed / Migrated



**c35k** Requests / Incidents resolved per annum



# EQUALITY DIVERSITY & INCLUSION

DITS colleagues attend the CHB quarterly ED&I meeting attended by departmental representatives and the Senior Leadership Team and the Director of DITS is the Sponsor of the Parents & Carers Network.

## DITS Equality and Diversity Statement

Within DITS, we are committed to fostering an inclusive and diverse environment that values and respects the unique perspectives, backgrounds, and experiences of our team members. We firmly believe that diversity is not just a buzzword but a fundamental strength that drives innovation, creativity, and success in our ever-evolving field.

We recognize that the world of technology is dynamic and constantly evolving, and we understand that to thrive in this landscape, we must leverage the full spectrum of human talent and capabilities. Our commitment to diversity is not just a commitment to equal opportunity, but a commitment to excellence, growth, and progress.

## Key Principles of Our Commitment to Diversity:

**1.Inclusivity:** We are dedicated to creating an environment where every team member feels valued and respected, regardless of their race, ethnicity, gender, sexual orientation, age, disability, or any other aspect of their identity. We actively encourage open and honest dialogue that promotes understanding and empathy among all team members.

**2.Equity:** We are unwavering in our dedication to fairness and equal opportunities. We actively seek to eliminate biases and barriers that could hinder anyone's advancement or contribution within our department.

**3.Diverse Perspectives:** We celebrate the rich tapestry of backgrounds and experiences that our team members bring to the table. These diverse perspectives provide us with a competitive advantage in solving complex problems and developing innovative solutions.

**4.Learning and Growth:** We understand that diversity and inclusion require continuous learning and growth. We invest in ongoing training and educational opportunities to ensure that all team members have the tools and resources to succeed and to broaden their understanding of the importance of diversity in the workplace.

## Departmental Action Plan EDI top priorities

- Women in IT
- Accessible tech
- Supporting the wider Corporation to identify underrepresented groups through our Data work
- No EIAs were conducted in 23/24.

## OUR WORK LOCATIONS

Guildhall Complex	85 FTE
New Street	10 FTE

## OPERATIONAL PROPERTY UTILISATION ASSESSMENT

Asset name	Assessment Complete?	Assessment Completion Date
Guildhall	Yes	30.11.23
New Street	Yes	30.11.12

## HEALTH & SAFETY

- See CHB high-level business plan.

# DITS Maturity Assessment

	1 Initial	2 Developing	3 Defined	4 Managed	5 Optimizing
	E-Government	Open	Data-Centric	Fully Digital	Smart
<b>Value Focus</b>	Compliance	Transparency	Constituent Value	Insight-Driven Transformation	Sustainability
<b>Service Model</b>	Reactive	Intermediated	Proactive	Embedded	Predictive
<b>Platform</b>	IT-Centric	Customer-Centric	Data-Centric	Thing-Centric	Ecosystem-Centric
<b>Ecosystem</b>	Government-Centric	Service Co-creation	Aware	Engaged	Evolving
<b>Leadership</b>	Technology	Data	Business	Information	Innovation
<b>Technology Focus</b>	Service Centric Architecture	System Integration Management	Open Any Data	Modularity	Intelligence
<b>Key Metrics</b>	Percentage of Services Online	Number of Open Datasets	Percentage Improvement in Outcomes, KPI's	Percentage of New and Retired Services	Number of New Service Delivery Models

- Pre TOM - February 2021
- Now - 2023/2024
- Future – 2024/25

## CURRENT ASSESSMENT

- Post-TOM, the department carried out a co-design and top-level restructure of the service to ensure that teams TUPEd in from our Managed Service Partner were placed in the correct teams.
- There is better working across the wider Corporation with our Institutes, and we are continuing to our work to better align ourselves.

## FUTURE RISKS AND OPPORTUNITIES

- There are opportunities to move towards better architecture capability, data management and capacity monitoring but these are key risk areas which would be reliant upon additional capacity and funding.
- Information management and data still remains a key corporate risk, although work with a Data partner has placed us in a much better position. DITS has also received some transformation funding for this and will be carrying out a “Lighthouse Project” to look at the benefits of bringing data sets together.
- The ERP Programme will be significant in allowing us to reset culture and approaches to data and technology, and more crucially provide a “single pane of glass” approach to many common services.
- With the advent of new technologies including AI, this will need to be funded. It is expected that better working across the Corporation and Institutes may lead to efficiencies which can be utilised to fund new technologies.