

Committee(s): Digital Services Committee	Dated: 24 th July 2024
Subject: Digital, Information and Technology Service (DITS) Redesign Update	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	8, 9, 10, 11
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: The Chamberlain, Caroline Al-Beyerty	For Information
Report author: Zakki Ghauri, Director of Digital & IT	

Summary

Following on our co-design sessions that took place with Digital, Information and Technology Service (DITS) last year which resulted in changes being made to the DITS Senior Leadership Team, a commitment was made to look at the whole of the service after the Assistant Director roles had been filled, and after our new Strategy had been approved.

We have commenced discussions with the wider DITS Team to seek their early input into the areas we should focus on, and are being supported by HR.

Recommendation(s)

Members are asked to note this report.

Main Report

Background

1. At the 13 May Digital Services Committee, our new Shared Digital, Data and Technology (DDaT) Strategy was approved, giving the wider Corporation five strategic outcomes to align with. These are shown in Appendix 1.
2. DITS have completed the insourcing of all services from Agilisys, and there is a need to ensure that the insourced teams are structured in a manner that allows us to deliver the strategic outcomes set out in our DDaT Strategy.

Current Position

3. Changes to the DITS senior leadership team were made last year, with the appointment to our Assistant Director User Services being made in November. This new role, brought new focus to our priority around providing the best support to our users and our ambition to deliver a new and more joined-up approach to

the services that are provided to users. This role was key to transforming the approach we take to assisting our users through our Service Desk, and we have heard positive feedback on the changes made by this role.

4. The Assistant Director of Cloud, Infrastructure and Security was recruited to in May, and has responsibility for our technology estate, including improvements to our network and device estate.
5. DITS Colleagues have been engaged early, and we are seeking their views and input on how to optimally structure the team prior to formally going to consultation.
6. We are being supported by colleagues in HR and our Transformation team.
7. Unions have been engaged early to give an overview of our approach, and are supportive.

Corporate & Strategic Implications

8. **Strategic implications** – The redesign of the DITS Service will allow the organisation to deliver the strategic outcomes set out in our DDaT Strategy more effectively. The DDaT Strategy is a key enabler for the Corporate Plan.
9. **Financial implications** – None arising from this report.
10. **Resource implications** – None arising from this report.
11. **Legal implications** – None.
12. **Risk implications** – None arising from this update report. Our Departmental risks are captured and managed per the Corporation's framework.
13. **Equalities implications** – None
14. **Climate implications** – None.
15. **Security implications** – None arising from this report, however it should be noted that we are continuing work to enhancing the security posture of the organisation.

Conclusion

16. The new SLT structure is now in place, and positive feedback has been received.
17. DITS will shortly be starting the next phase of our redesign and Digital Services Committee will be kept updated with any further changes.

Appendices

Appendix 1 – DDaT Strategic Outcomes

Zakki Ghauri

Director of Digital & IT

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Appendix 1 – DDaT Strategic Outcomes

