

Report – Digital Services Committee

Digital, Data and Technology Strategy

To be presented on 12th September 2024

*To the Right Honourable The Lord Mayor, Aldermen and Commons
of the City of London in Common Council assembled.*

SUMMARY

This report summarises the activity undertaken to identify the benefits of bringing together the wider Corporation, including its institutions, under a single digital, data and technology strategy. Upon the recommendation of your Digital Services Committee and Policy & Resources Committee, it then presents a Digital, Data and Technology (DDaT) strategy for approval.

RECOMMENDATION

That the Court of Common Council approve the adoption of the Shared Digital, Data and Technology Strategy, set out in Appendix 1.

MAIN REPORT

Background

1. All parts of the City of London Corporation currently have different approaches to the areas of Digital, Data and Technology.
2. To understand views on existing services as well as areas of interest, workshops took place across the wider organisation including its institutions. By engaging with colleagues at the Corporation and across our institutions, an agreement was reached on the areas to focus on, collectively.

Current Position

3. In response to these observations, a digital, data and technology (DDaT) strategy was considered essential for the organisation to remain competitive and relevant in today's rapidly evolving technological landscape. A successful DDaT strategy would help to accelerate and enable our new Corporate Plan, work better across different parts of the organisation, and meet the expectations of those that we serve.
4. To fulfil the City of London Corporation's vision for London as a world-class city and a global leader in innovation and sustainability, the Corporation needs to harness the potential of digital, data and technology. These are not only tools to improve efficiency and effectiveness, but also enablers of transformation and

innovation. By adopting an aspirational digital, data and technology strategy, your Committees felt that the Corporation can:

- Deliver "brilliant basics" by providing reliable, secure and user-friendly services that meet the needs and expectations of its diverse stakeholders;
 - Make faster, more effective data-driven decisions by using data and analytics to inform policy, planning and delivery, and to measure impact and performance;
 - Innovate and collaborate by fostering a culture of experimentation, learning and sharing, and by partnering with other organisations and sectors to co-create solutions to complex challenges;
 - Empower and enable our colleagues by equipping them with the skills, tools and support they need to work effectively, flexibly and creatively in the digital age;
 - Enhance its reputation and influence by showcasing its achievements, sharing its insights and best practices, and leading by example in the use of digital, data and technology for public good.
5. The Digital Information Technology Service (DITS), sitting within the Chamberlain's Department, has assessed the proposals and provided assurances that progress much of this work could be progressed within existing budgets, utilising existing resources, with only a single area (a Corporate CRM Platform), requiring additional funding. This detail can be found within the Committee report considered by your Policy & Resources Committee on 11 July 2024.

Conclusion

6. Members are asked to endorse the Shared Digital, Data and Technology strategy covering all of the City of London Corporation – including City of London Police, Barbican Centre, Guildhall School of Music and Drama, and the City's Independent Schools.

Appendices

Appendix 1 – Digital, Data and Technology Strategy

All of which we submit to the judgement of this Honourable Court.

DATED this 13th day of May 2024.

SIGNED on behalf of the Committee.

Deputy Dawn Wright
Chair, Digital Services Committee