



served by One Team

South & East Lincolnshire Councils Partnership

Digital Strategy

2023-2029

&

ICT Roadmap

2023-2026



Where are we now?

- Development of Digital Strategy and ICT Roadmap
- Digital/ ICT Strat was a priority for the partnership in the Partnership business case
- Worked with SOCITM and service since December 2021
- Acknowledgement of:
 - Differing levels of digital capability
 - Legacy technology
 - Work already underway
 - Need to balance ambition with realistic capability
 - Need to get basics right

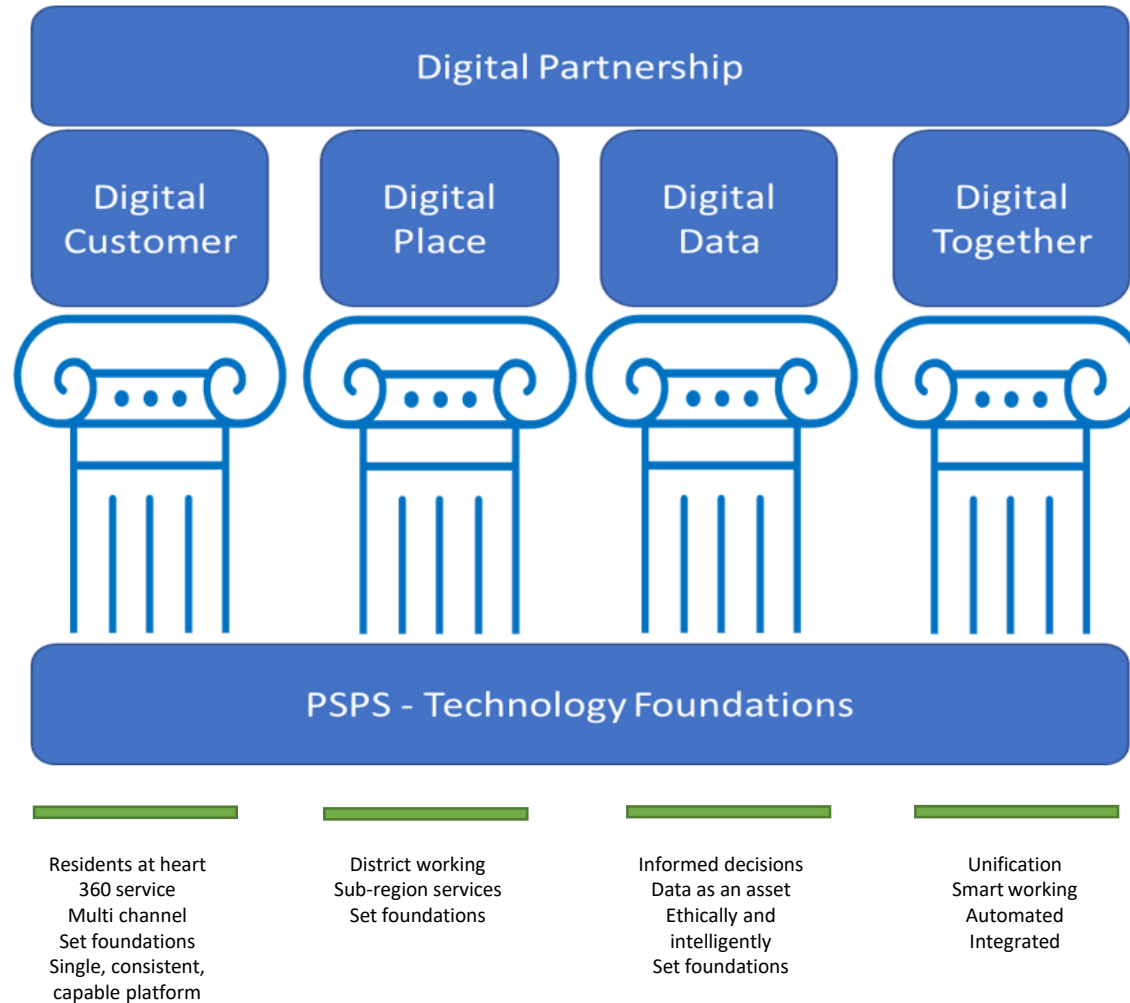


Our Outcomes

- Realise cost reduction, increased efficiency and improve services
- High quality
- Giving staff and Councillors the right tools
- 24/7 capability
- Anytime, Anywhere on any device
- Enabling (but not dictating) channel shift
- Automation, integration and standardisation of technology
- Use data intelligence
- Demonstrate benefits of partnership working (including PSPS)



Our Strategy





JOINED UP AND
SEAMLESS DIGITAL
JOURNEYS



INTEGRATION TO BACK
OFFICE SYSTEMS



PARTNERSHIP WORKING
WITH COUNCIL SERVICES
OWNING THE CHANGE



ICT FACILITATING

Ways of Working





The strategy is ambitious, we must set the foundations



Ensure capacity and capability is adequate



Ensuring technology aligns to digital aspirations

Foundations for success



ICT Roadmap

Short / Medium term 2023-2026
Foundational, supporting Digital Strategy
Processes



- Creation of operating model for information management
- Agreed approach to integrations and alignment
- Governance based on best practice
- Procurement
- Contract review & alignment

Organisational

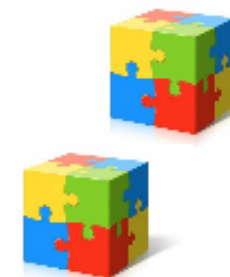


- Data governance
- Design approval/governance
- Contract review & alignment

People



- Resourcing
- Skills development
- Data stewards
- Councillor Induction/Support



ICT Roadmap

Information & Technology

Technology alignment

Implement data platform

Total cost of ownership model

Single Office 365 environment

Web application management principles

Cyber roadmap delivery

Single telephony system

Assisted Self Service

Aligned business systems (*)





Aligned business systems

Driven by Services

Accompanied by business case

More than just technology; people and processes



**All projects to come forward with business case
to be assessed individually, approved by PFH
with relevant governance in place**

Associated Plans and Costs



Thank you!

Do you have any questions?

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