Tendring District Council Digital Transformation ……. The impact on the Council, community, staff and business

John Higgins, Head of IT and Resilience, Tendring DC
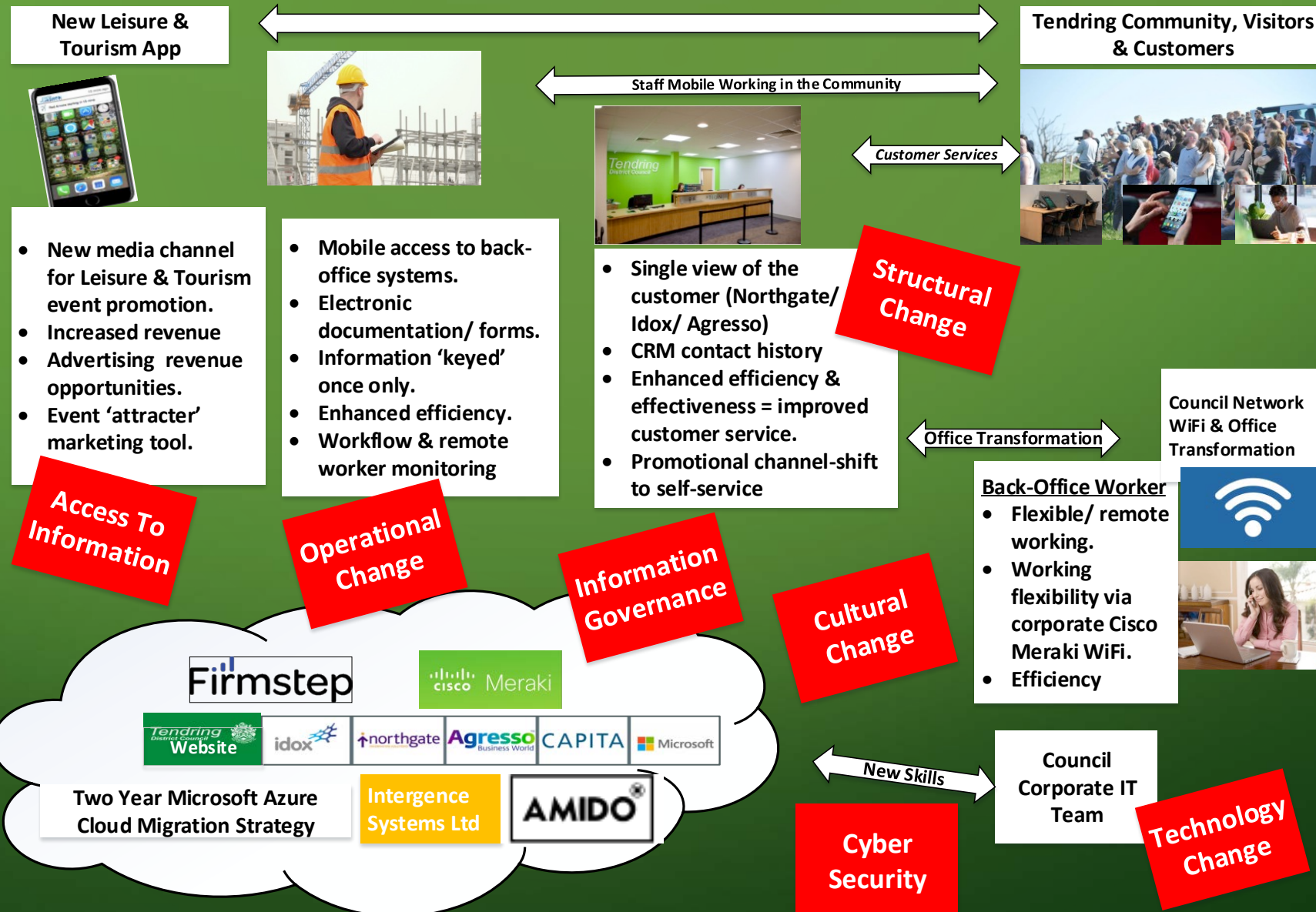
Just five brilliantly engaging slides 'til lunch

Tendring Digital Transformation ……. *The impact on Residents And Customers*

New Leisure & Tourism App

Tendring Community, Visitors & Customers

Self-serve information, event promotion, advertising income & crowd funding

Council Staff Mobile Working in the Community

Tradional/ mediated Services for the 'Digitally Excluded'

Council Reception Self-serve (partner locations tbc)

Self-serve

Self-serve

firmstep

Integration To Local Authority Systems

Tendring District Council
Drupal Website

northgate INFORMATION SOLUTIONS

Agresso Business World ™

CAPITA

Microsoft

Council Digital Transformation ……. The impact on Tendring District Council staff and business

New Leisure & Tourism App

Tendring Community, Visitors & Customers

Staff Mobile Working in the Community

Customer Services

- New media channel for Leisure & Tourism event promotion.
- Increased revenue
- Advertising revenue opportunities.
- Event 'attracter' marketing tool.

- Mobile access to back-office systems.
- Electronic documentation/ forms.
- Information 'keyed' once only.
- Enhanced efficiency.
- Workflow & remote worker monitoring

- Single view of the customer (Northgate/ Idox/ Agresso)
- CRM contact history
- Enhanced efficiency & effectiveness = improved customer service.
- Promotional channel-shift to self-service

Structural Change

Access To Information

Operational Change

Information Governance

Cultural Change

Office Transformation

Council Network WiFi & Office Transformation

Back-Office Worker
- Flexible/ remote working.
- Working flexibility via corporate Cisco Meraki WiFi.
- Efficiency

Firmstep

cisco Meraki

Tendring District Council **Website**   idox   ↑northgate   **Agresso** Business World   CAPITA   ▦ Microsoft

Two Year Microsoft Azure Cloud Migration Strategy

Intergence Systems Ltd

AMIDO®

New Skills

Council Corporate IT Team

Cyber Security

Technology Change

What are we trying to achieve ………… A cohesive, joined up Digital Transformation strategy supporting;

❑ **The Council's Vision ….** *"To put community at the heart of everything we do through delivery of high quality affordable services and working positively with others."*

❑ **Balancing our budgets .... drive down our operating costs and maximise efficiency and effectiveness.** (Note: The programme is funded through ROI deliverables)

❑ **Our Office Transformation Strategy.**

❑ **Our customers' evolving service delivery expectations …..** *"Deliver high quality affordable services … and support the vulnerable".*

❑ **Our ongoing structural and cultural change.**

❑ **Staff innovation and a desire to work smarter to better serve our diverse community.**

❑ **Improved cyber security, governance and operational awareness.**

❑ **Leisure & Tourism …** key Tendring economic and employment drivers

Are we the cats that got the cream ………

❑ Nearly a year on our Digital Transformation is running to budget, quality and broadly to time.

❑ We have a coherent, joined-up transformation plan that will deliver real benefits to our community, visitors, customers and our staff.

❑ We are building strong technology and consultancy relationships with partners who are agile, responsive and innovative.

❑ Our technology investments are enabling/ delivering/ contributing towards; The Council's Vision, Office Transformation plans, our Customer Service Strategy and a balanced budget.

❑ Our network, cyber security and WiFi investments are providing us with new user transparency, business intelligence and knowledge.

End