BRIEFING
UNEXPECTED 2020 VISION
COVID19 RESPONSE

Martyn Wallace, Chief Digital Officer
@Digital_MW @DigitalOfficeLG
BACKGROUND

- Scottish Local Government Digital Partnership established in 2016
- Councils “opt in” to the partnership through a membership fee
- Membership fees pay for the core Digital Office function
- There were 25 original members.
- We are now all 32!
- Governance of the Partnership and the Digital Office is managed by SOLACE Scotland with support from SOCITM Scotland (and increasingly COSLA)
- Funding now also secured from outside of the sector
OUR FOCUS

1. Providing sector-wide digital leadership;
2. Developing better digital transformation capabilities;
3. Delivering sector-wide digital programmes;
4. Building stronger relationships with other sectors for digital transformation;
5. Developing standards for local government digital services.
SHIFT LOCAL GOVERNMENT THINKING……..

FROM
• Digital Transformation = Cuts

TO
• Digital Transformation = Better Outcomes

DIGITAL DISRUPTION
New “Digital” Business Models
Connected Devices
Increasing Intelligence
New ways of engaging users

PUBLIC SECTOR REFORM
Better Outcomes at Reduced Costs
Partnership Working
Re-designing Services around Citizens and Communities
Early Intervention and Prevention
CHRISTIE COMMISION

- Scottish Government report on the future delivery of public services by the commission chaired by Dr Campbell Christie published June 2011
  1. Services built around people & communities
  2. Prioritising prevention
  3. Reducing inequalities and promoting equality
  4. Working together to achieve outcomes
  5. Improving Performance
  6. Cost Reduction
THE WORLD MOVED ON...
STRAEGIC PRIORITIES

1. Digital Health and Care
2. Digital Learning and Teaching
3. Digital Place (e.g. Digital Planning, community empowerment, IoT, open data)
4. Digital Council (Online Services, Automation, Workplace)
5. Digital Leadership and Skills
6. Digital Foundations
1. DIGITAL HEALTH AND CARE
2. DIGITAL LEARNING AND TEACHING
3. DIGITAL PLACE (PB, IoT, Planning)
4. DIGITAL COUNCIL (incl. Process and Rule Automation, Online Services, and Digital Workplace)
5. DIGITAL FOUNDATIONS Cloud, Mobile, Data Analytics, AI, Internet of Things, etc.
6. DIGITAL LEADERSHIP & SKILLS Digital Maturity, Digital Leadership, Digital Skills, Digital Methods

Digital Services Programmes
Digital Leadership & Skills Programme
Digital Foundations Programme
DIGITAL SERVICES

DIGITAL HEALTH AND CARE
- Digital Telecare
- Digital Health and Care Platform
- Digital Health and Care (Office 365) Collaboration

DIGITAL LEARNING AND TEACHING
- School Infrastructure Best Practice
- Glow Utilisation
- Next Generation SEEMiS

DIGITAL PLACE
- Digital Planning
- Digital Participatory Budgeting
- Open Data and Community Dashboards
- Smart Infrastructure (IoT)
DIGITAL COUNCIL, LEADERSHIP, SKILLS & FOUNDATIONS

**DIGITAL COUNCIL**
- Online Services
- Automation
- Digital Workplace (including collaboration)

**DIGITAL LEADERSHIP AND SKILLS**
- Digital Maturity and Leadership
- Digital Skills (Essential, Professional, Future)
- Digital Capabilities/Ways of Working

**DIGITAL FOUNDATIONS**
- Digital Design Board
- Cyber Security Programme
- Better Use of Data
- Technology Communities
DELIVERY
PROJECT CLASSIFICATION

Shaping the Future

Create and Sell Vision

Sharing our Experiences

Exemplify Benefits

Shifting our Practices

Facilitate Adoption

Scaling our Solutions

Support Big Bang Deployment
“Planning and implementing changes to find efficiencies alone is no longer enough, the redesign of service delivery is required”

Audit Scotland
“Local Government in Scotland: Challenges and Performance 2019
MARCH 2020
WHAT A YEAR...
Don't drink bleach.

That's it. That's the post.
RESPONSE
- Establish Incident Response
- Run Business Continuity Plans

RECOVERY
- Look at Culture change programme including Digital for "New normal"
- Identify Digital Skills Gaps that need support
- Strengthen/Update Digital & Customer Service strategies

RENEWAL
- Focus on Online Learning tools
- New "Digital Maturity"
- Build on Digital Workplace Capabilities
- Link to "Sustainability" plans

- Focus on Shielding/Vulnerable Services
- "Economic Support” in Communities
- Push to support “Digital Learning” in Education

- Bigger focus on “Digital Learning”
- Data Analytics for Operational, Economic & Service Decisions
- Robotic Process Automation
- New Telecare Business Models

- Strengthen Cyber Security
- Strengthen Remote Working
- Federation of Microsoft Environment with "Partners"
- Contracts Review & Negotiations

- Catalyst for more IOT Solutions
- Community Choices
- Service Delivery and Design linked to
- Drive for Digital Telecare and remote monitoring

- Revisit and improve operational & Cyber Posture
- Update Business Continuity Plans

“BUILD BACK BETTER”
• THE TEAMS WELFARE – New working rules, Good Mental Health
• INFORMATION GATHERING – How do we support Council right now?
• ENABLING REMOTE WORKING – Initial Response Brochure in 5 days
• MICROSOFT O365, COLLABORATION & DIGITAL WORKPLACE ACCELERATION - Acceleration of original Initiatives pre COVID19
• DIGITAL TELECARE – Business Continuity Planning & Advice out in 5 days
• SHIELDING DATA – Application created in 5 days with help from Microsoft Scotland and Scotland Excel (procurement advice)
• VITAL INFORMATION – Digital Office set up Cross Sector Data Task Force to look at how we collectively improve time to get key operational data, reduce duplication of effort and improve quality to help make better informed decisions
  • Members include Local Gov, Scottish Gov, Police Scotland, Public Health Scotland, COSLA, Academia, Scottish Enterprise and ICO,
  • Scottish Gov have taken over the running of this but with support of the Digital Office.
• REDUCE SALES CALLS - https://digitaloffice.scot/connect/
• ADVISING PARTNERS PROJECTS – providing advice to other critical projects in NHS24, Scottish Gov, Public Health,DHI, Police Scotland,
• CONNECTING SCOTLAND (Part 1) – Support and advising National initiative on Digital Inclusion for most vulnerable (Local gov would be the ones involved in identifying and logistics)
• CONNECTING SCOTLAND (Part 2) – Supporting and advising on Digital Education and commitment from Gov on devices (Local Gov would be the ones involved in identifying and logistics)
• NATIONAL RESPONSE DASHBOARDS – Solution to reduce demand on Data community whilst releasing quality information. - (Alpha built in 10 days)
• ECONOMY RESTART PLANNING – Cross Sector Data Taskforce Focus & modelling
• CONTINUAL SUPPORT OF HOME WORKING - Cyber Security , New Ways of working updates, Working with HR & OD on “New Normal” practices
• FOCUS ON CITIZENS – Exploring Robotic Process Automation and Procurement Framework to support
• ELECTED MEMBER COMMITTEE MEETINGS – Microsoft Teams, Stream and training
• RESTARTING DIGITAL PLANNING PROJECT – Was put on hold due to COVID19. Leading Local Gov response and products for Scottish Gov.
• REWORKING DIGITAL OFFICE ORIGINAL PROGRAMME & BENEFITS – how they align to the “new world”
• Alignment to Solace Portfolio
• What is the “New Normal?”
• A focus on the modern digital workplace
• Links to sustainability agenda
• Support for communities
• Enhancence & refine existing web & digital channel experiences for citizens
• Support council staff with flex/home working
• Support council adoption to “Agile” business
• “2nd Wave” response planning
• Stronger “Digital” partnership links – Across Public, 3rd Sector, Police Scotland, Private, Academia
• Help refresh business continuity planning
• Taking advice from chief executives

• Decisions driven by data
• Build back better
• SHAPE – Through Collaboration & Leadership

• SHARE – Why reinvent wheels? Help us with Best practice, Benefits and Wins

• SHIFT – We will accelerate and shift quicker through the collaboration

• SCALE – Once for Scotland

“BUILD BACK BETTER”