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Audit Committee
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25 February 2019
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## Digital Transformation Programme Update

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### 1.0 Summary

This report will provide updates on the following:

- 1.1 Digital Transformation Programme
- 1.2 Social Care Project
- 1.5 Customer Experience Project
- 1.3 Infrastructure and Architecture Project
- 1.4 Business Transformation Project

### 2.0 Recommendations

- 2.1 The recommendations are that:
- 2.2 The Committee notes the progress that each of the projects within the programme is making and the mitigations that are being put in place to address the issues within each work stream.

## REPORT

### 3.0 Social Care Project

- 3.1 The adults modules in Liquidlogic went live as planned on 10<sup>th</sup> Dec and system is working well, staff are getting to grips with a different system. Additional resource is being directed to developing the suite of reports from the system, which hasn't been straight forward but progress is being made.

- 3.2 Children's modules are still scheduled to go live 18<sup>th</sup> Feb, Social Care Project Board gave go live approval, there will be a final check on Sunday evening and launch on Monday.

#### **4.0 Customer Experience Project**

- 4.1 Telephony and Contact Centre Software has been rolled out across the council CRM modules are working well, the first iteration of My Shropshire will be launched at the end of this month. Cabinet saw a demonstration on 28<sup>th</sup> January 2019. A portal for Members is being built, we will be asking members to come along and comment on the build and requirements with a view to having the portal live from October.
- 4.2 Customer Services Centre have gone live with Web Chat and we are seeing positive impact from its use.
- 4.3 Work with the DEG and STP is progressing well, this will be helpful to facilitate the work on an enhanced single patient record.
- 4.4 Broseley Project on assisted digital health progressing well.

#### **5.0 Infrastructure and Architecture Project**

- 5.1 The team has started to procure a provider to implement the Gov- Roam wifi solution which will allow staff from NHS and Local Authority access their respective systems from the same/shared locations.
- 5.2 Master Data Management Proof of Concept is progressing well and the servers to support MDA have been built.
- 5.3 Dashboard for reporting data sets are being developed – Highways, Food Hygiene, Housing, communications, comments complements and complaints.
- 5.4 Print Solution and 365 fax rollout phase one is complete.

#### **6.0 Business Transformation**

- 6.1 Go live remains scheduled for 1<sup>st</sup> April 2019, level of defects has been high throughout this project and whilst reducing there still some to fix. The team are working hard resolve them.
- 6.2 Staff training has been developed and will begin mid Feb, and initially last for 6 weeks, this is an estimate as all Council staff are likely to need some training on the new system.

- 6.3 System security and multi factor identification a solution to this has now been found.

## **7.0 Budget**

- 7.1 The programme is still projected to underspend.
- 7.2 We continue to scope the post implementation phase including the decommissioning of legacy systems & new ways of working, productivity on front line as the mechanism to realise the savings.

## **8.0 Governance**

- 8.1 The Assurance team are still engaged with each project board and report to overarching programme board. We have introduced a feedback/completion loop to ensure items raised by Assurance team are resolved.