

Report on	Digital Transformation Strategy: Update
Date of Meeting	7 April 2022
Reporting Officer	Ursula Mezza
Contact Officer	Ursula Mezza

Is this report restricted for confidential business?	Yes	
If 'Yes', confirm below the exempt information category relied upon	No	x

1.0	Purpose of Report
1.1	The report provides an update on the progress towards the development of a Digital Transformation Strategy.
2.0	Background
2.1	The Council agreed in June 2021 to develop a digital transformation strategy.
2.2	The strategy is intended to set the organisation's digital direction, enabling it to leverage the opportunities provided by technologies to innovate and improve, and to adopt a 'whole organisation' approach which realises cultural, organisational and operational change, adding value for the organisation, stakeholders and customers.
2.3	Tailwind Digital was appointed in October 2021 to develop and deliver the Digital Transformation Strategy.
3.0	Main Report
3.1	Progress towards the development of the Digital Transformation Strategy has been substantial since November 2021 and the first 'discovery' stages of the process, including a review of the Council's current systems and processes and its technical environment, have been completed.
3.2	Also central to this discovery stage was extensive engagement with a range of staff, drawn from across departments and services and from all levels of the organisation, helping to build a picture of where the Council is currently 'digitally' in terms of service design and provision, as well as capacity and capability.
3.3	This work has laid the foundation for the development of a draft digital vision, set of 6 draft themes and 3 workstreams to allow further progression of the strategy's final recommendations.

3.4	While the vision, themes and workstream details are included in the appendix to the report, for clarity of purpose, the vision is as follows: 'We will re-think what we do and how we do it by using modern technology and new ways of working which keeps our people and their needs at the heart of our commitment to improve services. In doing so, we will invest in delivering better experiences, better connections and better outcomes'.
3.5	A series of workshops with staff is currently taking place around the 3 identified workstreams (Digital Culture, People and Capability; Digital Services; Digital Infrastructure), the outworkings of which will help to develop the final strategy.
3.6	Workshops are also being scheduled for elected members to learn more about the outcomes of the work to date and, critically, to provide their input into the strategy development.
4.0	Other Considerations
4.1	Financial, Human Resources & Risk Implications
	Financial: The project is being delivered within its allocated budget.
	Human: N/A
	Risk Management: N/A
4.2	Screening & Impact Assessments
	Equality & Good Relations Implications: N/A
	Rural Needs Implications: N/A
5.0	Recommendation(s)
5.1	That the Committee notes the progress made to date on the development of the Digital Transformation Strategy and the intention to engage with Members.
6.0	Documents Attached & References
	Appendix: Draft digital vision, themes and workstreams.