Draft Digital Transformation Strategy

Vision
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.

Themes
- Digital mindset and culture
- Person centred
- Collaboration and engagement
- Sharing information and data, evidencing improvements
- Rethink and simplify processes
- Technology and tools that enable better services

Digital mindset and culture
We will support our leaders and staff to be confident with and welcoming of technology innovation, so they can better understand and serve residents and have a more enjoyable working life. We'll learn how to embrace new mindsets and new ways of working, to create a modern digital age organisation where innovation and continuous improvement can flourish.

Person centred
Our services should be designed around the needs of our customers. We'll collect appropriate data about what they need and check that our services meet that need. We consider our staff as valued users of our services and central to our service design and delivery. We'll use technology to reduce unnecessary processes and allow staff to focus on the people of Mid Ulster.

Collaboration and engagement
We will give our residents, staff, businesses and visitors the opportunity to be involved in the redesign of our digital services. This will make them better for everyone effected. We will work in the open across organisational boundaries, sharing our learning as we go. We will gather ideas and feedback from our staff and customers about how to improve our services.

Sharing information and data, evidencing improvements
We'll learn to be better at sharing and using the data we have. We'll capture evidence about our service delivery before we improve them so that we can measure improvements, and ensure we are spending our time and resources wisely. Where it's safe to do so we'll share information about our services openly so that others can learn from it, and we'll use data sources outside our organisation to improve our services.

Rethink and simplify processes
Some of our processes are manual and clunky. We'll use modern technology to rethink and simplify our processes and make all of them available online. Our goal is

to make our digital services so good that people choose to use them. We'll support those who do not currently use digital channels, so no one is excluded.

Technology and tools that enable better services
We recognise that technology doesn't make things better on its own. We'll focus our technology investments on delivering great services online, communicating digitally, and giving our staff the skills, data and tools to make better decisions more quickly. We'll aim to ensure our systems can talk to each other securely to reduce the need for manual processing.

Workstreams

1. **Digital Culture, People and Capability** – We will foster a digital culture across our Council by creating digital leaders at all levels of our organisation who demonstrate digital thinking. We will support them to be confident with new technology and to develop the specific skills needed to support our digital transformation journey.

2. **Digital Services –** We aim to create seamless, data-driven digital services for our customers. We will identify, prioritise, build or improve services so that where possible they are offered digitally/online by default, while also ensuring that those who cannot access digital channels are not disadvantaged.

3. **Digital Infrastructure –** We will invest in modern digital tools and build upon our ICT infrastructure to improve the communication, digital service creation, data analysis and automation capability available to all departments.

Each workstream workshops should define the outcomes and actions, including likely champions, volumes, costs and any existing data.
- **Outcomes**
  How will we measure success, what will we achieve, what difference will staff and residents notice. These could include desired trends, metrics, and measures.
- **Actions**
  What specific actions, projects, investments, will be taken on. This is our commitment to making change.