CONNECTED KNOWLEDGE – TECHNOLOGY STRATEGY 2017-2022

1   Purpose

1.1   This document sets out the vision and strategic aims Aylesbury District Council (AVDC) has, for its future use of technology and data.

2   Recommendations/for decision

2.1   We seek approval for this report to move to next approval stage. The technology strategy will be published online once Cabinet and Council have approved it.

3   Executive summary

3.1   This document sets out a robust technology strategy for AVDC.

3.2   Designed to be the catalyst for technological innovation and change, propelling our organisation into the future.

3.3   Supporting us with the necessary tools, policies and people, within an environment that further enhances the commercial mind-set and company culture. For which we are already widely acknowledged as championing, as a public sector organisation.

3.4   The advances we made with our previous five year cloud strategy have created a strong foundation for the next five years. Enabling us to think bigger and more creatively about the challenges and opportunities and how we are best positioned to benefit from them. Primarily we are working to ensure the future happens for us, not to us.

3.5   This strategy and its accompanying roadmap sets out in the necessary detail, the guiding principles and objectives. It contains the key achievements we will meet. Ensuring critically important and interdependent milestones are managed to completion. This Includes:

3.6   The creation of the Connected Knowledge platform, a platform data and intelligent systems enabling properly integrated and automated transactions for all our customers.

3.7   The introduction of artificial intelligence (AI) and AI powered voice control, which over time will serve increasingly complex customer demands.

3.8   Being 100% cloud software based. Meaning a simplified, lower maintenance Information Communication and Technology (ICT) landscape.

3.9   A more strategic approach - to what we do, the services we provide, who we work with and what we buy.

3.10   In year 1 of this strategy we will have; moved more key systems to cloud based software-as-a-service (SaaS), published new policies and guidance on the use of ICT at the council, selected partners for the running of the network and telephony, established strong governance for the execution of this

strategy and roadmap and replaced the current Citrix user computing environment with a lower cost, lower maintenance alternative.

3.11 In year 2 we will have; a single payroll, Human Resources (HR) and finance system, phased-out desk based telephony with a more mobile solution, created a data and information hub and our staff are consuming all council systems via an Internet browser instead of being dependant on software installed on their computers.

3.12 In year 3 we will have; decommissioned remaining ICT assets, in favour of more agile cloud consumption models. Used AI and digital voice-control for multiple scenarios, provided commercial services to peers and private sector organisations and considerably reduced the number of software applications we use and have successfully integrated the remaining ones.

3.13 In year 4 and beyond we will have; made home working and remote working the 'new normal' for the majority of staff the majority of the time, become one of the smallest tenants of The Gateway Centre We have positioned our staff to deal with high-complexity-high-value demand while AI solutions meet the rest. Created opportunities, yet unforeseen, because of the preparatory work on better management and exploitation of our data.

4.   Supporting information

4.1 Extensive work was done with the senior team to understand the council future direction and requirements. An initial vision document was produced and agreed priority to the full strategy document being created.

5.   Options considered

5.1 None.

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Background documents;