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Digital Transformation Strategy

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	o E = exploratory report o L = lab report o F = factory report o S = summary document o LR = literature review o RR = research report o MR = market research o MAP = mapping o V=video o O= other

Publication date	8/5/2016
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Purpose of document	Summarisation of documents of high importance for the Business Case
Project detail (delete row if appropriate)	(project name, project owner(s), dates, organisation(s) involved)
Other detail (delete row if appropriate)	

Related projects	Names and doc reference numbers
Keywords	Digital; Technology; Service; Transform; Data; Leadership; Foundations;

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Name of Strategy:	Digital Transformation Strategy
Date:	May 2016
URL:	http://www.aspenpeople.co.uk/DIGITAL/docs/220520%20Digital%20Transformation%20strategy%20.pdf
Key words:	Digital, Technology, Service, Transform, Data, Leadership, Foundations
Why does this strategy exist? (what's the problem/opportunity this stems from)	Digital Technology is continuing to define and redefine business in the modern world, the digitisation of organisations is moving away from being an innovative trend towards becoming a core competence. Technology is changing, allowing for greater access and sharing of data. Digital can help deliver on key policy objectives, improving results, it can deliver greater efficiencies, and financial savings. The purpose of this strategy is to build on the achievements of the ICT Strategy 2013, to more ambitious, faster working, digital Local Government.
Summary:	The strategy sets out a 2020 vision for the digitization of council services in Scotland, providing examples of digital implementation in other parts of the UK to set the context for digitization of council services. The aim is to increase the efficiency of council services, improving services and reducing costs, engaging with customers to improve relations between Local Government and its citizens.

Key goals and means to achieve them:	Vision:
	 - By 2020 all councils in Scotland will be Digital Businesses
	    o Digital will allow for more customer centered and efficient services, delivering better outcomes for Scottish citizens
	    o The services will be equal to or better than those available in the commercial sector
	
	 - Digital Services can transform the lives citizens especially those most vulnerable
	    o Telehealth and Telecare is helping patients with chronic obstructive pulmonary disease stay out of hospital by allowing them to undergo health checks in the home to catch problems early and actively treat the patient.

	○ Digital services are also helping in 'flipping the classroom' to help students learn in a manner more suited to them and teachers provide individual support and attention. - Digital technology will transform Councils ○ Glasgow City Council have used Future Cities funding to begin integrating digital services with existing services. ○ Camden council have become Digital council of the year for their digital services, using an open system architecture and engaging with their users. ○ Newham Borough Council use digital services to carry out over 50% of their interaction with their citizens, helping to save £10 million a year
Expected outcomes:	Digital Councils: - Leadership: All council leaders should understand the opportunities digital technology will provide and how current services can be redesigned ○ Chief executives and Politicians will sign up to delivering digital services to meet the needs of customers ○ Professional bodies should have a vision for how digital can transform their services, and what a digital future would look like for them ○ Directors and heads of service must understand what they actions they need to take to transform their services ○ Organisations should support and encourage digital competence - Services: All services should be redesigned to maximize the use of digital technology to citizen service and reduce costs ○ New services should be digital by default ○ Major services should be transformed to include digital delivery and data analytics, before becoming fully digital ○ Internal transactions should be digital ○ Councils should achieve business benefits for using social media

	o Citizens should trust and choose to use digital services
	
	- Foundations: ICT will be optimized to support the secure delivery of cost effective services
	    o Councils can access key expertise in areas that are new to them
	    o All systems and services will be secure and data protected
	    o ICT/Digital Leads cover operation delivery of services

Key quotes:	"To deliver the strategy we need… A coalition of councils who want to shape the agenda, and actively take part" "To deliver the strategy we need…the continued support of partner organisations such as Scotland Excel, SEEMIS, Improvement Service, SG Digital directorate and NHS NSS, who all have a distinctive role to play." "Digitisation is moving from an innovative trend to a core competence for every organization" "London Borough of Newham have saved £10m a year through channel shift"
Parent/child document (of what)?	LG ICT Strategy 2013: http://www.improvementservice.org.uk/documents/ict_strategy/lgictstrategy.pdf