

Transformation Portfolio

Highlight Report

November 2018

Portfolio Update

The move to the transitional structure was completed in June this year. Another key milestone in relation to the recruitment of the senior management structure (tier 1 and 2) has now also been completed.

Supporting this transition was the implementation of the post reduction approved by the Strategic Transformation Committee (STC) in February 2018. This process is now nearing completion, and it is expected that the Council will achieve the target agreed at STC.

An implementation roadmap for the Council's "Being Digital" strategy was approved by the STC at its meeting in March 2018 and further reports were approved by the STC in May 2018. Work towards implementing the digital programme continues.

The tables below provide a further update on the activity that has taken place in relation to the above programmes of work.

The Council is now moving to the next phases of the transformation portfolio.

The Portfolio Management Office (PMO) is reviewing existing programme management arrangements to reflect the transitional structure, the continuing requirement to deliver savings and the Council's aspirations to deliver better outcomes as set out in the Local Outcome Improvement Plan (LOIP). The portfolio will continue to monitor cashable and non-cashable benefits as well as the key milestone delivery, dependencies and resource requirements.

Programme	Deliverable	Status	End Date
Post Reduction	Initial opportunities for change identified	Complete	Feb 2018
	Finalise Case for Change	Complete	Apr 2018
	Consultation Process	Complete	June 2018
	HR Processes	Ongoing	Nov 2018
Latest Update			
<ul style="list-style-type: none"> • Consultation on the Case for Change with Trades Unions and staff impacted by the proposals was completed in June and the Case for Change was finalised. • We are now in the process of completing the agreed HR processes. 			

Programme	Deliverable	Status	End Date
Senior Management Recruitment (Tier 1 and 2)	Recruit Directors	Complete	Dec 2017
	On Board Directors	Complete	Apr 2018
	Recruit Chief Officers	Complete	Sept 2018
	On Board Chief Officers	Complete	Nov 2018
Latest Update			
<ul style="list-style-type: none"> All Director and Chief Officer posts have now been filled and the post holders in place. 			



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V 1.0

Programme	Deliverable	Status	End Date
Being Digital	Engage Digital Partner	Complete	Dec 2018
	Being Digital Roadmap	Complete	Mar 2018
	Being Digital Option Appraisal and Skills and Tools Reports	Complete	May 2018
	Implementation of Being Digital Roadmap as approved at STC	Ongoing	June 2019
Latest Update			

- Digitisation of customer processes – the team have been engaging with services across the council to digitise customer contact. The project has added to the existing customer contact forms on the Council website and by mid-November over 40 additional forms are planned to be live.
- A bookings system has been procured and work is underway to start developing online bookings capability. The team is working with Communication & Marketing to ensure customers are made aware of the new online forms. The project is working with services to enhance online offering through existing and new portals.
- Office 365 – Over 9000 Outlook mail accounts have been migrated to the cloud which provide additional storage and will allow for on premise servers to be decommissioned. Plans are being developed for the Customer Function to pilot the migration of data from existing file share to Sharepoint.
- The CoreHR system (Human Capital Management) is in the user acceptance testing phase, which is due for completion by the end of November. A parallel run is planned for January and go-live in February, allowing the existing PSe system to be decommissioned in March.
- Identity and Access Management – the new Microsoft technology for creating and managing user accounts has been set up and is being tested with ACC data with planned go live in December.
- The procurement process for the Master Data Management (MDM) is nearing conclusion with a view to preferred supplier being selected in November.