

Motherwell, 13 November 2019 at 2 pm.

A Meeting of the **TRANSFORMATION AND DIGITISATION COMMITTEE**

PRESENT

Councillor Duffy, Convener; Councillor Fisher, Vice-Convener; Councillors Cameron, Di Mascio, Douglas, Farooq, Fotheringham, Hume, Kelly, Linden, Masterton, McCulloch, McNally, Mooney, Roarty, Shields, and Annette Valentine.

ALSO PRESENT

C. McGuire (GMB), M. Scroggie (Unite) and J. Baxter and M.Quigley (both Unison).

In accordance with Standing Order 64(A), Councillor Brannan-McVey attended as a substitute for Councillor Carson.

CHAIR

Councillor Duffy (Convener) presided.

IN ATTENDANCE

The Executive Director (Enterprise and Communities), Accountant, Business Change Programme Manager, Business Manager (Improvement), Business Strategy Manager, Chief Technology Officer and Committee Officer.

APOLOGIES

Councillors Barclay, Bonnar, Carson, Hogg, Shevlin, Stubbs and Wilson.

DECLARATIONS OF INTEREST IN TERMS OF THE ETHICAL STANDARDS IN PUBLIC LIFE ETC. (SCOTLAND) ACT 2000

1. There were no declarations of interest.

DIGITALNL MOBILISATION OF SYSTEM INTEGRATOR

2. With reference to paragraph 3 of the Minute of the Meeting of the Committee held on 4 September 2019, when it was agreed to award the Systems Integrator (SI) Partner Contract to Agilisys Limited, with a potential start date of October 2019, there was submitted a report by the Head of Business Solutions (1) providing an update on the progress of the contractual arrangements to bring the SI Partner on board; (2) detailing the initial mobilisation and planning phase of the work packages, including details in relation to (a) Mobilisation and Planning; (b) Digital Workplace (M365) Design and Implementation; (c) Cloud Assessment and Migration, and (d) Digital Platform (Foundation), and (3) outlining the next steps in terms of mobilisation.

Decided: that the content of the report be noted.

DIGITALNL INTELLIGENT AUTOMATION - PROOF OF CONCEPT

3. With reference to paragraph 6 of the Minute of the meeting of the Policy and Strategy Committee held on 21 March 2019, when the DigitalNL Transformation Programme and illustrative work packages for the first year of the Programme were agreed, there was submitted a report by the Head of Business Solutions (1) advising that work package M3, 'Productivity Improvement Through Intelligent Automation' (Robotic Process Automation), had identified the potential for the development of a Proof of Concept (PoC) project in order to assess the impact of automation technology; (2) providing an update regarding the work package activity for the Intelligent Automation PoC; (3) highlighting the stakeholder engagement activities undertaken in relation to this area; (4) detailing the design and development of the Intelligent Automation PoC, undertaken in order to automate the BACs list updates for Council tax direct debits within the Revenue and Benefits Service, and (5) outlining the steps taken to develop the bot and move the PoC to live status.

Decided:

- (1) that the implementation of the first bot within the Revenues and Benefits Service be noted, and
- (2) that the next steps, as outlined in the report, be endorsed.

DIGITALNL COMMUNICATION AND ENGAGEMENT ACTIVITY

4. With reference to paragraph 3 of the Minute of the meeting of the Committee held on 15 May 2019, when the DigitalNL Stakeholder and Engagement Strategy was agreed, there was submitted a report by the Head of Business Solutions (1) providing an over-arching view of the main communication and engagement activities undertaken or planned, in order to support the ongoing service redesign process; (2) detailing the additional communication projects which were central to the DigitalNL programme; (3) outlining the next steps in relation to the service design and communication and engagement activities; (4) advising, in the Appendix to the report, the approved Communication Plan up to December 2019, and (5) highlighting that the detailed Communications and Engagement Plan for 2020 would be submitted to the next meeting of the Committee.

Decided:

- (1) that the content of the report be noted, and
- (2) that it be noted that the detailed Communication and Engagement Plan for 2020 would be submitted to the next meeting of the Committee.

DIGITALNL BUSINESS INTELLIGENCE HUB

5. With reference to paragraph 6 of the Minute of the meeting of the Policy and Strategy Committee held on 21 March 2019, when the DigitalNL Transformation Programme and illustrative work packages for the first year of the Programme were agreed, there was submitted a report by the Head of Business Solutions (1) providing an update on work package seven of the Digital Transformation Programme – Future Operating Model Design and Digital Workforce Strategy, which identified a number of areas for development; (2) highlighting that one area identified for development was the process for business information and reporting, which included data collation, transformation and production of reports and metrics at a corporate level, and would ultimately result in a digital model facilitating data sharing and the use of automated business intelligence tools; (3) advising of the work undertaken in relation to work package activity for the Business Intelligence (BI) Hub, and (4) illustrating the actions taken and planned in order to involve stakeholders, with a view to identifying, reviewing and prioritising data collection and reporting across the Council.

Decided:

- (1) that the development of a single point of access for information and data sources be endorsed;
- (2) that the progress to date of the BI Hub development contained in the year one work package of the DigitalNL Transformation Programme be noted;
- (3) that the programme of stakeholder engagement, in designing services which were responsive to people's needs, be noted, and
- (4) that development of the next steps, as outlined in the report, be approved.

PROGRESS REPORT ON ENHANCEMENTS TO EXISTING WIDE AREA NETWORK

6. With reference to paragraph 6 of the Minute of the meeting of the Committee held on 15 May 2019, when the contract extension option, via Crown Commercial Services RM1045, for a two-year interim period was approved, there was submitted a report by the Head of Business Solutions (1) advising that, from the suppliers named on the RM1045, Virgin Media Business (VMB) was selected to deliver the improved performance and capability of bandwidth in the school estate; (2) highlighting that, following a review of the services, it was deemed economically advantageous to retain ten corporate sites within the Scottish Wide Area Network (SWAN), and membership of SWAN, and (3) providing an update on (a) the progress to date and outline delivery timescales for the required enhancements, and (b) the network enhancement for the school estate.

Decided: that the content of the report, and the progress to date, be noted.

CHIEF EXECUTIVE'S - CAPITAL MONITORING REPORT - 1 APRIL TO 13 SEPTEMBER 2019

7. There was submitted a report by the Head of Business Solutions (1) advising that the Business Solutions Division of the Chief Executive's Service had a total capital budget of £6.239m available to fund various key ambition workstreams during the financial year 2019/20; (2) highlighting (a) that, as at period 6, the Service was projecting an overspend of £0.885m in respect of the Windows 10 Implementation Project, and (b) that a number of management actions had been taken through the Strategic Capital Delivery Group (SCDG) in order to ensure this position, and (3) detailing, in the Appendices to the report, the budget movements agreed by the SCDG and the Summary Expenditure by Thematic Category and Division.

Decided:

- (1) that the financial position of the 2019/20 Chief Executive's Service be noted;
 - (2) that the budget movements agreed by the SCDG, as detailed in Appendix 1 to the report, be noted;
 - (3) that the Summary Expenditure by Thematic Category, as detailed in Appendix 2 to the report, be noted;
 - (4) that the Summary Expenditure by Division, as detailed in Appendix 3 to the report, be noted, and
 - (5) that the details in relation to the budget variation, as outlined in paragraph 2.3 of the report, be noted.
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