

AGENDA

- (1) Declarations of Interest in terms of the Ethical Standards in Public Life Etc. (Scotland) Act 2000

DIGITISATION

- (2) DigitalNL Work Package Status Update (page 5 - 10)
Submit report by the Head of Business Solutions (1) detailing the status of the illustrative Year One Work Packages of the DigitalNL Transformation Programme, and (2) outlining the re-profiling undertaken in relation to the Year One Work Packages to ensure maximum benefit is obtained from the approved transformational resources (copy herewith)
- (3) DigitalNL Mobilisation of Systems Integrator (page 11 - 14)
Submit report by the Head of Business Solutions (1) advising that the System Integrator contract commenced on 29 October 2019, and (2) detailing the five initial work packages developed and agreed in respect of the mobilisation and discovery phase (copy herewith)
- (4) DigitalNL Business Intelligence Hub (page 15 - 20)
Submit report by the Head of Business Solutions providing (a) a progress update on the development of the Business Intelligence (BI) Hub, and (b) an overview of the potential design and governance arrangements for the BI Hub (copy herewith)
- (5) DigitalNL Intelligent Automation (page 21 - 26)
Submit report by the Head of Business Solutions (1) providing an update on the successful deployment of Robotic Process Automation within the Revenue and Benefits function of the Financial Solutions Service, and (2) detailing the proposed next steps in order to establish intelligent automation within other areas of the Council (copy herewith)
- (6) DigitalNL Customer Services Hub (page 27 - 30)
Submit report by the Head of Business Solutions detailing the progress made to date in the development of a digital first Customer Services Hub model (copy herewith)
- (7) Progress Report - Windows 10 Implementation (page 31 - 34)
Submit report by the Head of Business Solutions (1) providing a progress update in relation to the Windows 10 refresh programme undertaken by the Council, and (2) highlighting the future change requirements and challenges anticipated to arise from the operating of a Windows 10 system (copy herewith)
- (8) DigitalNL Communications and Engagement Activity (page 35 - 58)
Submit report by the Head of Business Solutions seeking approval of the DigitalNL Communications and Engagement Plan and Roadmap for January to June 2020 (copy herewith)

CONTRACTS

- (9) Contracts Awarded Below Committee Approval Threshold (page 59 - 62)
Submit report by the Head of Asset and Procurement Solutions advising of contracts awarded between 1 October and 31 December 2019 (copy herewith)