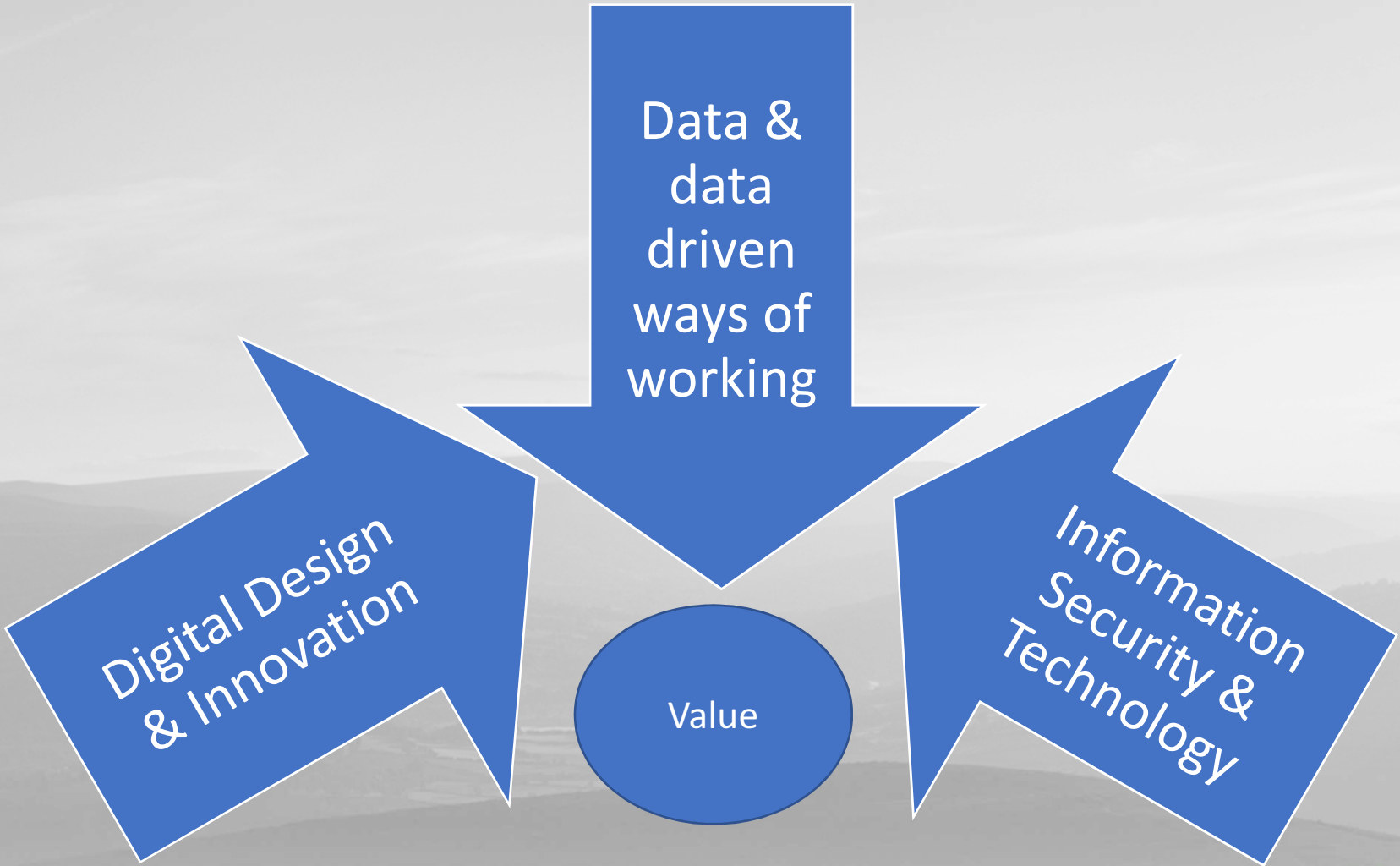


# Data, Digital, Information & Technology



# Restructure



# Digital Design & Innovation



Build upon our existing resident services so that all services are offered online by default, with support on other channels for those where it is needed



Get better with data, identifying systems that have 'golden' record



Make our systems modern, secure and interoperable



Build digital capacity

# Key projects – Telephony



Teams Calling



Mobile Phones



Teams Contact Centre









Schools



Mindset/Culture/Process











# Key projects – Microsoft 0365

-  Internal Chatbot Functionality
-  Power Apps
-  Integration with HR/Payroll System
-  Sharepoint Online
-  Microsoft Forms
-  Power Automate – process automation



# Key projects – Directorate priorities

-  Trade Waste System
-  Animal Breeding Platform for Wales
-  Passenger Transport System
-  Community Links
-  Waste Review of Digital Processes
-  HR/Payroll System development
-  Catering process digitisation
-  Assistive Tech



# Information Security and Technology



Cyber resilience



I.T. Infrastructure



Structured & managed information



Education digital strategy



Mobility – Information on the go

# Cyber resilience



Physical protection to avoid loss of data



Business continuity and mobility



People and cyber awareness





# Information Governance



Data Breaches, Freedom of Information & Subject Access



Structured information turns into valuable data



Workforce mobility – Right person, right time, right place, right data



# Education Digital Strategy



Digital teaching and learning



Inclusion and sustainability



The right tools to do the job



# Data Capacity and Capability



Grow our data capability across the organisation



Improve the timeliness and presentation of key performance data



Make more use of spatial data and maps to understand population needs and target responses








Increase data capacity and expertise centrally to use data science techniques and predictive modelling








Get better at evaluating the relative effectiveness of different policy options to inform decision-makers

# Data Capacity and Capability

-  Build a network of data practitioners across the organisation
-  Put training and development in place for staff who have data as part of their role
-  Connect and combine datasets that sit in department folders for new insights
-  Increase use of analytics tools such as PowerBI
-  Embed GIS staff in the data team and make more use of spatial data to target service responses



# Application, Analysis and Insight

-  Publish open data to reduce FOI requests and add civic value
-  Pilot use of live data feeds from partners to improve insights
-  Gather and define directorate/Corporate Plan challenges that can be solved with data
-  Collate and analyse data to inform policy choices e.g. decarbonisation, social care
-  Combine datasets for greater population insight and targeted responses



# Application, Analysis and Insight

