Powering Digital Public Services

In the era of Covid-19

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Norfolk County Council

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What I will Cover in the next 15 mins

Pre-Covid: the digital infrastructure we had in place in Feb 2020.

Crisis response: what we have deployed since.

Reset, Reform, Recover: what we are working on now, building upon & sustaining positive changes.

What do I mean by Digital Infrastructure?

The Smarter Working Technology that underpins digital service delivery

- **Tech to enable staff to do their day to day work efficiently and reliably, including interoperability with other local public sector organisations – 2 tier, NHS, Blue Lights.**

- **Tech to enable resilience and flexibility, scaling as required to cope with changes in demand.**

- **Tech to deliver joined up online services.**

- **Tech to turn data into actionable intelligence.**

- **People with relevant skills to deploy and consume the technology (staff & residents), efficient end-to-end processes, good digital journeys and UX (all the non-tech stuff that makes the tech useful!)**

Pre-Covid: digital infrastructure in Feb 2020

- **Hybrid cloud, preference for SAAS where available and good quality. Primary DC, Secondary DC (live:live), Offline Backup appliance (ransomware!) New Huawei LAN.**

- **6,500 Win 10 laptops with AoVPN, Govroam, mobiles, BYOD for all with rolling refresh.**

- **MS O365 E3 & Teams for all, but external soft telephony only for 1,100. Office based Avaya CCAAS for Contact Centre Staff.**

- **Award winning data warehouse, PowerBI front end and initiated NODA.**

- **Resilience exercise involved 3,000+ staff working from home one day.**

Covid-19 Crisis Response Work

The Smarter Working Technology that underpins digital service delivery

- **Virtually all staff were sent home on the 18th March (Interestingly following enforced home working, measures of staff engagement & satisfaction improved markedly!)**

- **Rolling out Teams soft telephony for external calls was top priority for all staff, also soft telephony for contact centre staff (Avaya CCAAS).**

- **Tuning of infrastructure, split tunnelling etc to optimise remote access performance.**

- **£250 – Home working kit offer.**

- **Conferencing and messaging guidance packs.**

- **Teams Live events for mass training and our first fully online Cabinet.**

- **Inbound digital mailroom.**

- **STP Digital Data Hub (with a Covid focus)**

- **Drive thru pickups for kit provision and replacement.**

- **New Intranet (was already planned, but made a real difference for internal comm's).**

- **Pace of change massively accelerated by using Silver & Gold cadence for decision making (for activities which lend themselves to agile).**

- **Stood up Cyber Cell within Local Resilience Forum.**

- **Norfolk Vulnerability Hub – from Hitachi based on PowerApps platform and free MS licences. Much better way of joint working.**

Reset, reform, recover, normalisation work

What we are working on now, removing barriers and building upon & sustaining positive changes

- **Digital Signatures.**

- **Digitising outbound mail / correspondence.**

- **Maximise benefits of remote working, soft-telephony, messaging & video.**

- **NODA & STP Digital Data Hub**

- **Rolling out and further developing our multi-agency Vulnerability Hub System across the county.**

- **Reopening of some buildings and services where essential, max. 30% occupancy, currently stripping out old IP Phones etc.**

- **Low code (RPA & PowerApps) distributed automation and application development. (Incorporates legacy applications rationalisation).**

- **Ongoing digital training & skills development work.**

Offering our help early to **prevent and reduce** demand for specialist services

Joining up our work so that similar activities and services are easily accessible, **done once and done well**

Being **business-like** and making best use of **digital technology** to ensure value for money

Using evidence and data to **target our work** where it can make the most difference

Summary & Conclusion

Massively challenging time, but presents opportunities for IT and Digital Service Redesign

Digital infrastructure must enable resilience, flexibility and be agile enough to support rapidly evolving organisational and place based needs.

Flexible and collaborative working is key. Staff and resident satisfaction can improve!

<u>In recovery phase now and not going back to old ways of working.</u>

Digital Connectivity

<u>www.norfolk.gov.uk/digital</u>

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