ENSURE EXCELLENT, ADAPTABLE, COLLABORATIVE PUBLIC SERVICES
CORPORATE TRANSFORMATION PROGRAMME

transformation
MODERNISING THE WAY WE WORK

Digital Transformation
ICT and new technology are the foundations of SBC's future and at the heart of the Council's Corporate Transformation programme. This programme is tasked with building a "Digitally Excellent" Scottish Borders.

Benefits
- Superfast broadband for business and personal use wherever located in Scottish Borders.
- More efficient, effective and responsive Council services
- Solid, reliable ICT provision for SBC
- Ensuring citizens and businesses have skills necessary to exploit digital services
- Attract businesses and investment to the Borders through improved connectivity

Key Milestones

Apr-Jun '17
- Business World "go-live"
- Index of Digital Exclusion produced
- Business Intelligence project started

Jul-Sep '17
- Survey of appetite for online services
- Business World phase 2 go-live
- Way forward for online portal agreed
- Business Intelligence first business area developed

Oct-Dec '17
- ERP further development
- Business Intelligence delivered for first area
- SBC ICT infrastructure significantly upgraded including managed print for all and Office 365

Jan-Mar '18
- Core infrastructure upgrades continue
- Business Intelligence start to look at second areas
- Digital Participation Network up and running

• ICT • customer focus • online services • partnership • ICT • customer focus • online services • partnership •

Our performance

CUSTOMER SERVICES: TRANSACTIONS LOGGED (2016/17)

104,102
telephone contacts taken

62,692
F2F contacts taken

Aim to reduce this further and increase digital uptake

72.2%
of our Educational Benefit requests are now received on-line.

95%
of premises in Scottish Borders will be connected through Digital Scotland Superfast Broadband (DSSB) programme

5%
will rely on other mechanisms to provide superfast broadband. We are working with national bodies on this

Programme highlights

Business World ERP went live on the target date of April 2017, delivering a single modern system Replacing separate Finance, HR and Procurement systems. Core features were delivered initially and these are being built upon as we develop the system. Staff now have a single place to see HR information, submit expenses, order goods and approve orders.

Our ICT service transferred successfully to CGI in October 2016. Numerous infrastructure projects are underway to deliver the rock-solid modern ICT service in our vision.

Joint work is continuing with CGI and their 3rd party providers to ensure that the proposed solution for Digital Customer Access meets both current and future strategic objectives.

We have begun work with our CPP partners to work together to improve Digital Participation in the Scottish Borders. We have agreed with our CPP partners to form a Borders-wide Digital Participation network to co-ordinate our efforts to ensure citizens of the borders have the access and skills to take advantage of Digital Technology. We have also produced a Digital Exclusion index to understand the areas of the Borders of greatest need.

We have undertaken a survey on our citizens appetite for online services so that we can better understand how we should deliver services in the future in such a way that no-one is excluded.

We continue to work with national bodies to push to improve broadband and mobile coverage in the Scottish Borders. The Borders Community Broadband project is currently making good progress to cover the majority of rural communities west of the A68. A project is about to commence with the Scottish Government to look at opportunities for putting masts on Council owned land and properties to extend and improve mobile coverage.

PROGRAMME LEAD: **Rob.Dickson@scotborders.gov.uk**
PROGRAMME MANAGER: **SRoy@scotborders.gov.uk**