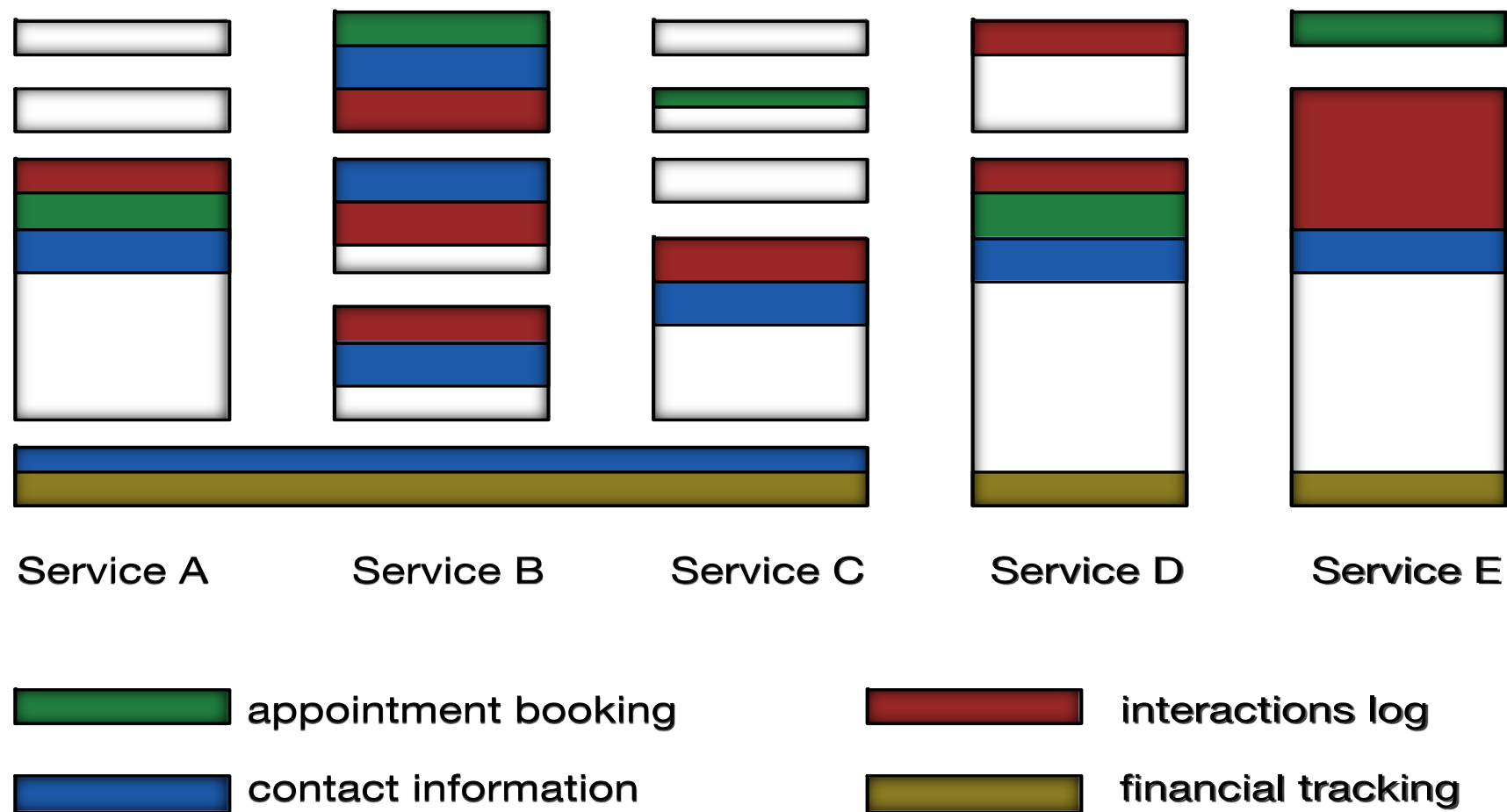


# Current Service focused functions and systems

**Illustration of common functions across services**

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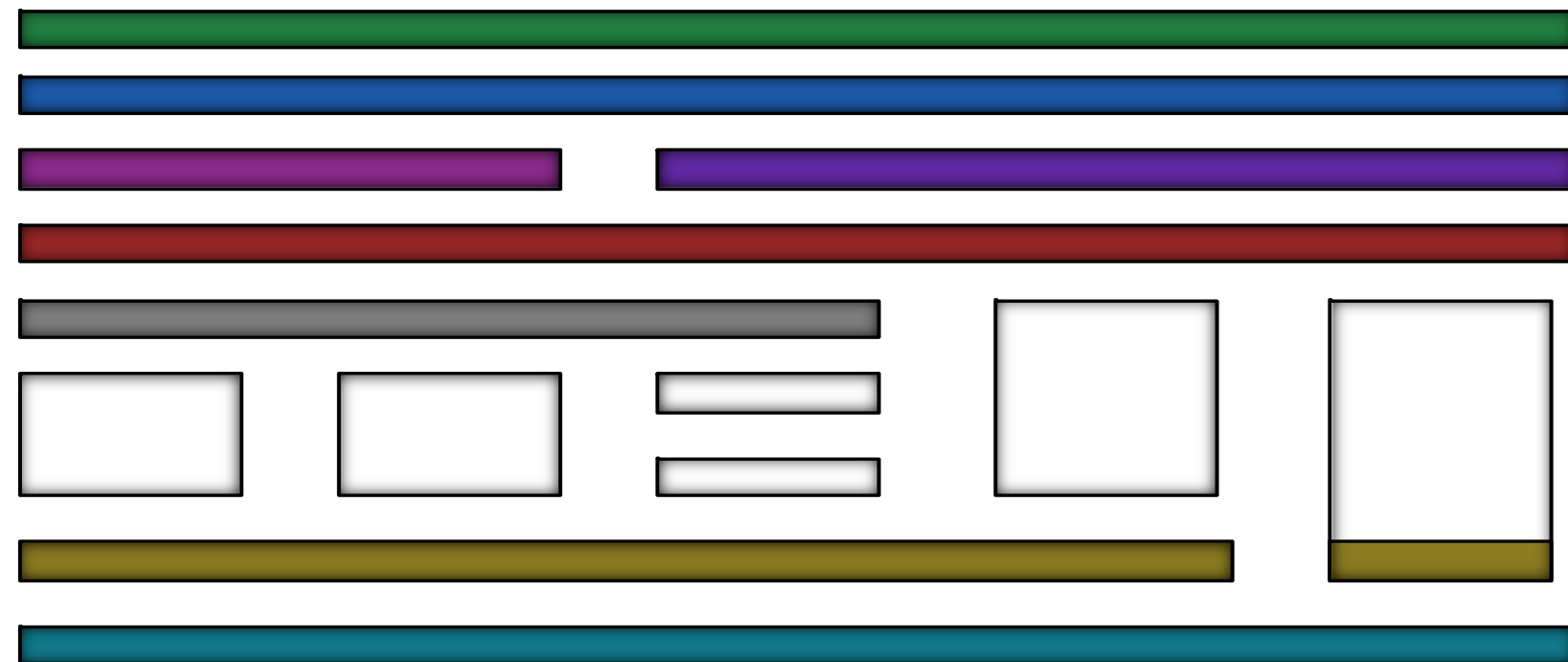


- Systems are focused around service lines
- Common functions are repeated across different services, carried out in many different ways.
- Common functions are replicated across multiple IT Systems, with varying degrees of success and with different data.
- There is some level of join up around common platforms (e.g. finance, booking, website etc.)



# Platform approach

Illustration of a future technical architecture across services



Service A      Service B      Service C      Service D      Service E

- appointment booking
- contact information
- case management 1
- licenses and registration
- interactions log
- financial tracking
- case management 2
- data and analytics

- Systems are focused around functions rather than service
- Common functions are reused across service areas, carried out in one consistent ways.
- Common data across service areas allows for more joined up service delivery and commissioning.
- Interoperability standards mean we are less dependent on individual IT vendors.