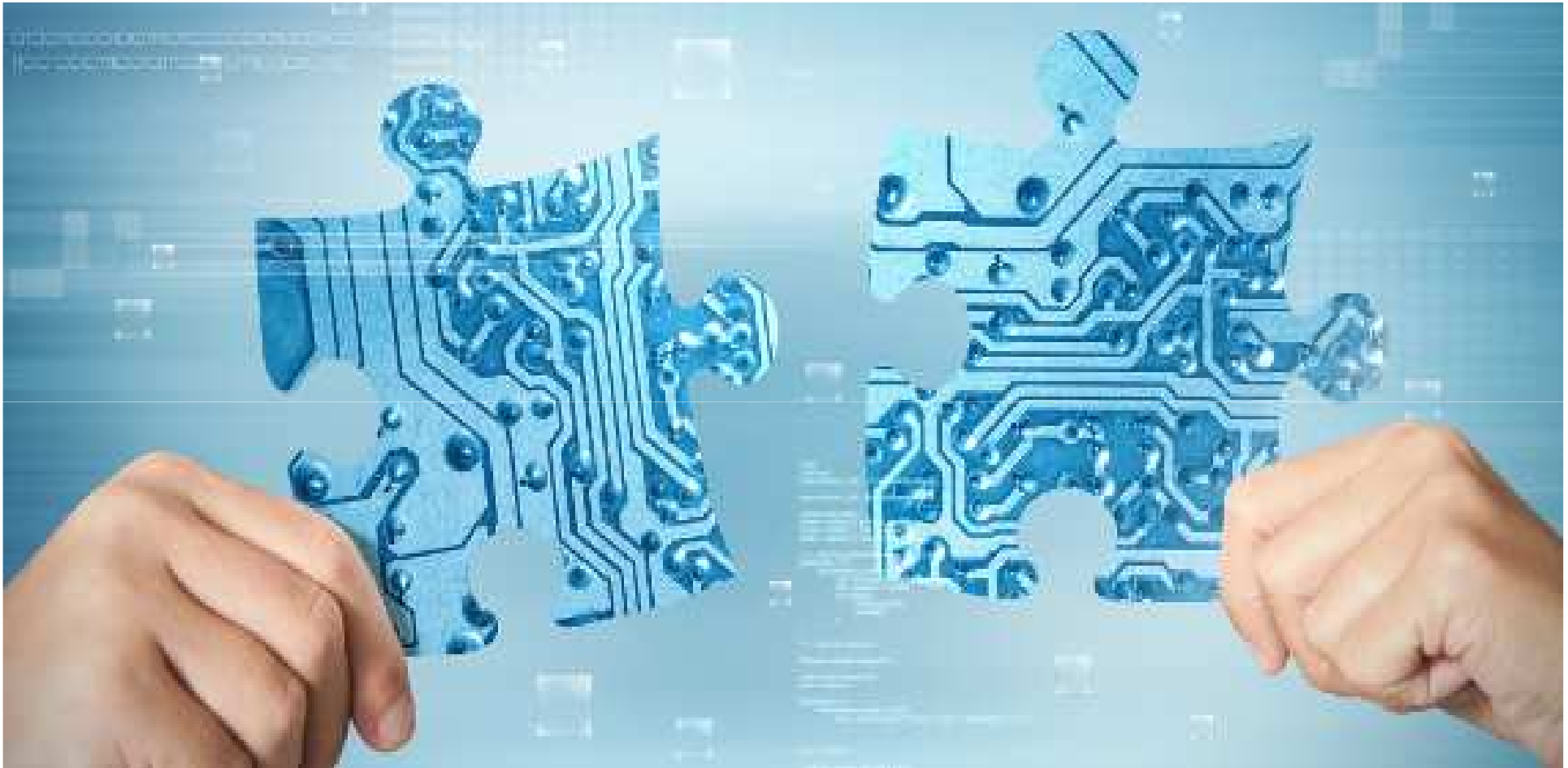


Annex 4

Spotlight:IT & Digital Service



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Matt Scott
Orbis CIO

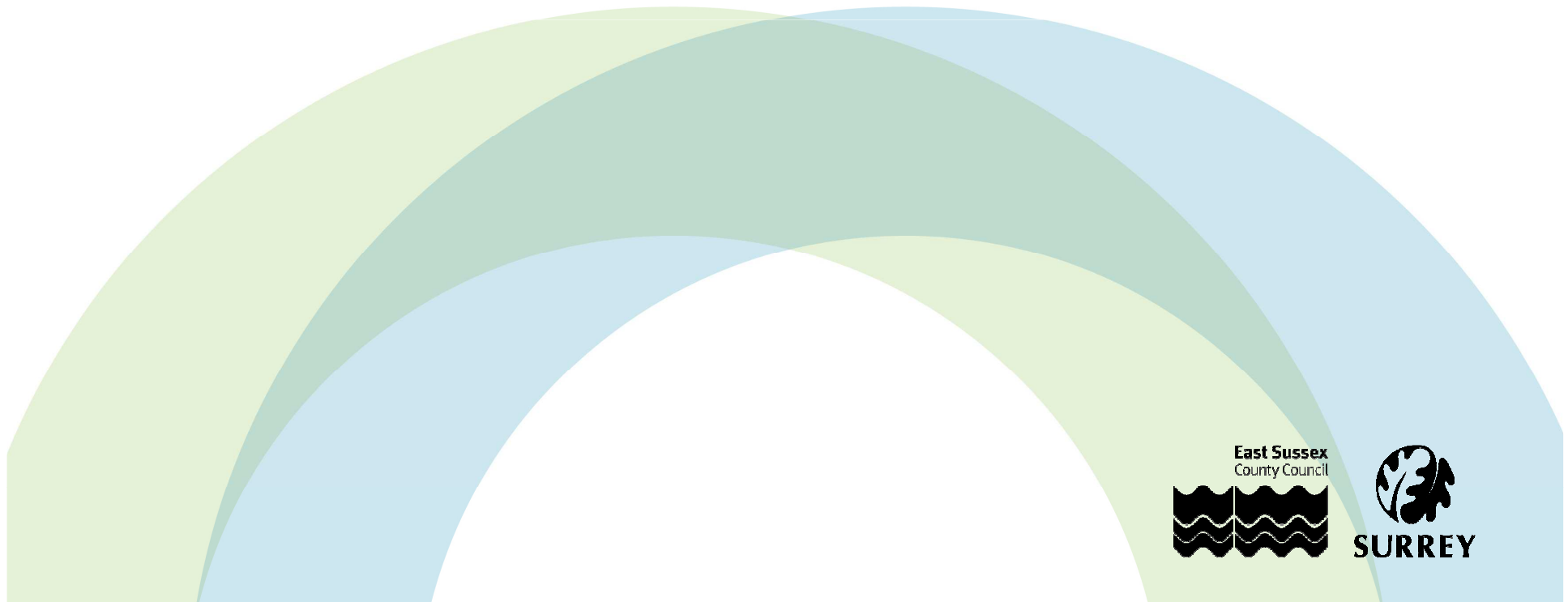


Contents



- **IT Transformation Programme**
- **Organisational Design: Structure**
- **Target Characteristics of the Service**
- **Staff Engagement**
- **Cost Reduction and Savings**

IT Transformation Programme



5 Change Delivery Workstreams



Organisational Design

Designing the organisational structure and developing the required capabilities

Business Technology (Design & Solutions)

Designing the IT foundations for Orbis and implementing the business technology solutions

Engagement & Customer

Developing the customer and engagement, strategy for IT and the Orbis stakeholders plus health economy and other public services

Contracts and Supplier Management

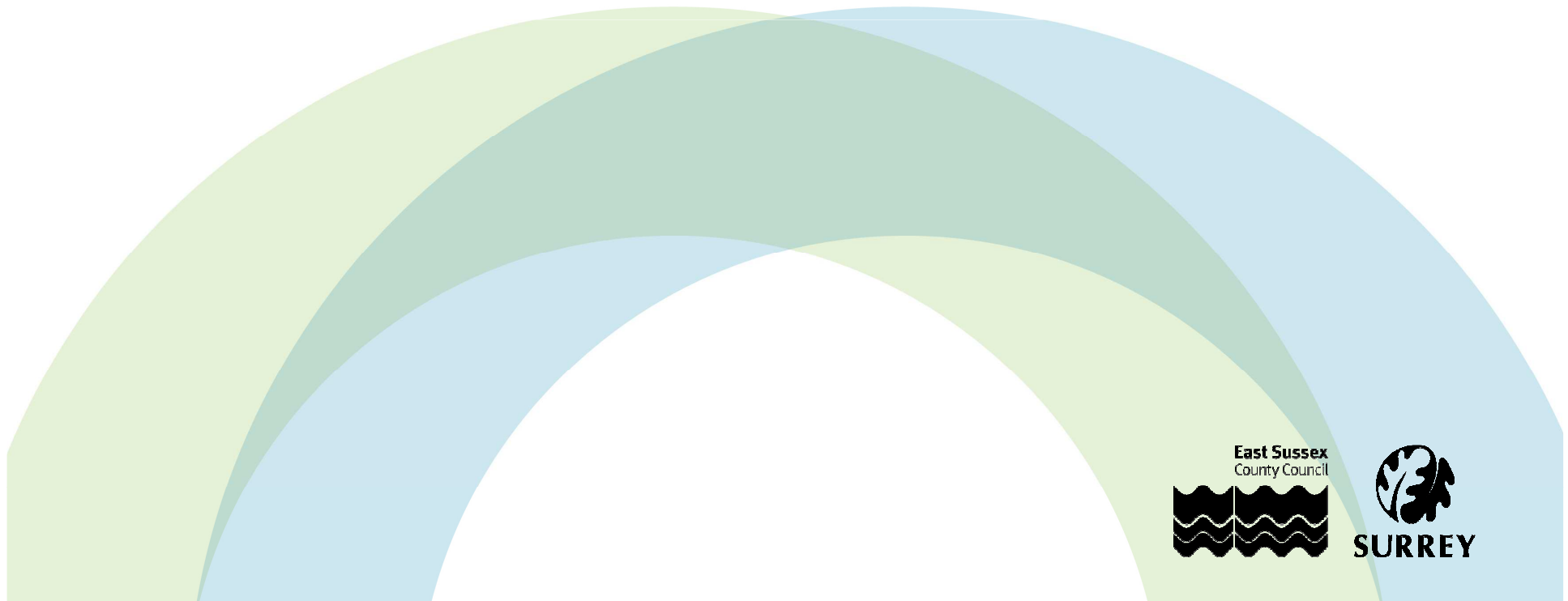
Developing a supplier and contract management approach (linked into Procurement Service) and delivering the MoBo and Orbis contract savings

Sustainable Growth and Commercial Development

Developing the strategy and executing the strategy for extending areas of growth for existing traded services



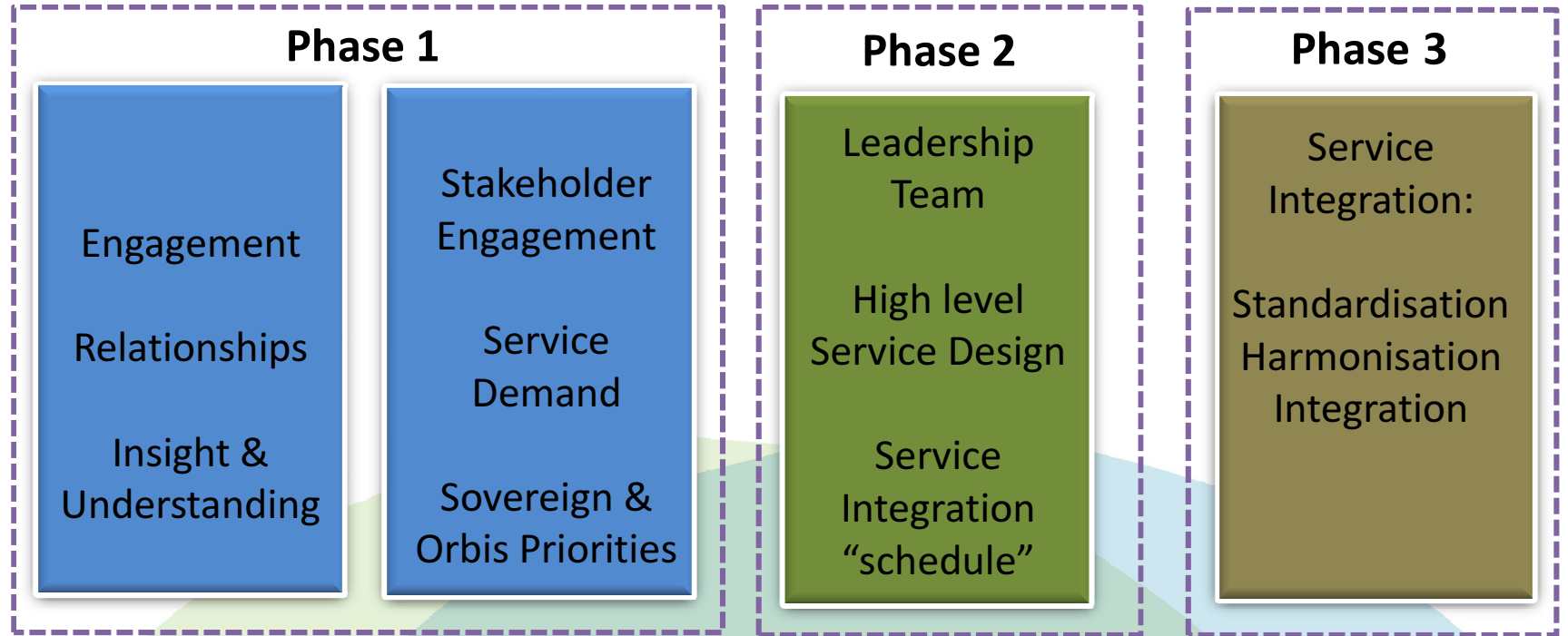
Organisational Design: Structure



Approach and indicative Timeline



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Service Process & performance review

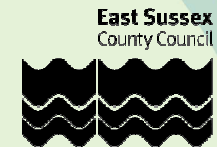
Architecture performance & capabilities review



Q1 16/17

Q2 16/17

Q3 16 /17 – Q4 18/19



Before the Orbis Partnership



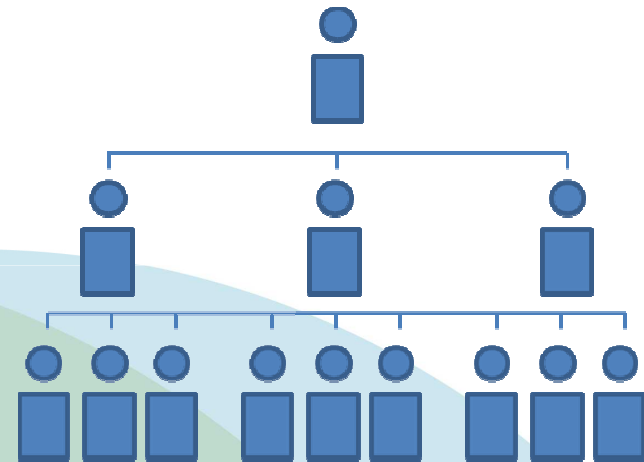
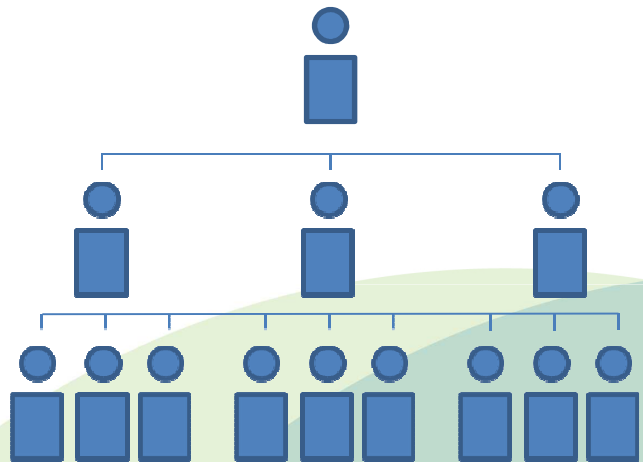
Surrey County Council

East Sussex County Council

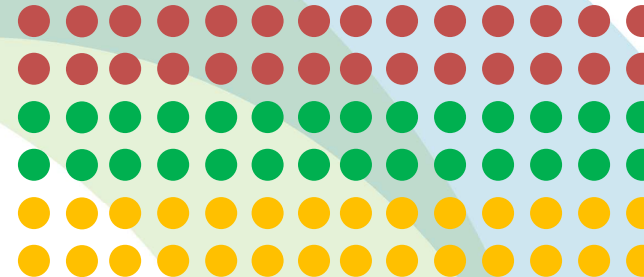
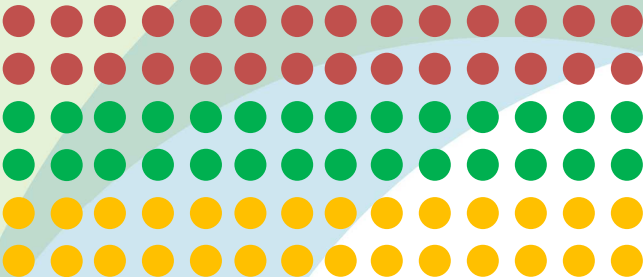
IMT

ICT

The Service



The Architecture



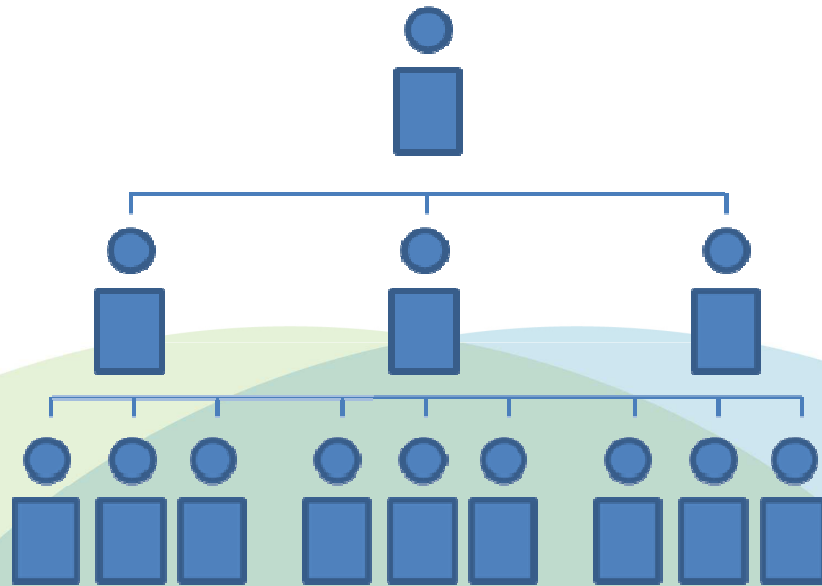
As part of Orbis



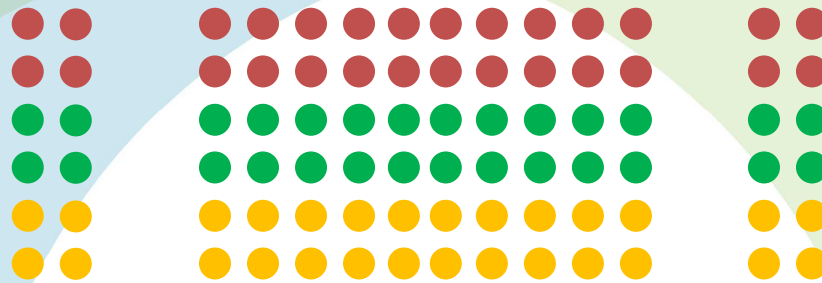
Orbis – East Sussex and Surrey County Councils working in partnership

IT & Digital

The Service



The Architecture



Sovereign

Converged

Sovereign



Orbis IT & Digital Leadership Team



Orbis CIO

Head of Strategy and Engagement (ESCC)

Head of Strategy and Engagement (SCC)

Head of Customer and Partnerships

Head of Projects and Innovation

Head of Enterprise Technology

1. **Sovereign Project Sponsorship:** Sponsor or senior supplier to sovereign programmes of IT enabled change projects
2. **Engagement & Partnering:** Senior stakeholder relationship management and delivery of sovereign engagement mechanisms (business partnering and/or digital platform management)
3. **Strategy:** Development and implementation of IT and Digital strategies and policies
4. **Architecture:** Enterprise, Data & Solution
5. **Business Administration:** Financial planning and control, audit, compliance and risk Management

1. **IT Service Process Management:** ITIL processes and continuous service improvement.
2. **Corporate Service Desk and Service Fulfilment:** 1st line and 2nd line and service fulfilment for hardware and productivity tools .
3. **Schools & Partner ICT Support:** 1st line and 2nd line, Schools Application Management
4. **Partnership Growth and Consortia management:** Unicorn and Link, Data Centre, Schools IT and public sector
5. **Contract and Supplier Management**

1. **PMO:** Project pipeline; resource allocation; status monitoring and reporting
2. **Project and Programme Management**
3. **Digital Innovation (Service Design):** Business analysis and service redesign
4. **Digital Innovation:** Application development, Business intelligence /data analytics and systems integration
5. **Application Portfolio Management:** Support and maintenance of Commercial off the shelf systems

1. **Specialist Technical Support:** 3rd line support
2. **Architecture and Assurance:** Research and development, cyber-security and technical compliance
3. **Data Centre:** Critical environment management (hardware, compute, storage, hosting and cloud), virtualisation, automation.
4. **Network Infrastructure:** WAN, LAN, Voice
5. **Resilience and Recovery:** Event, Capacity, availability management and DR

Key

Sovereign Roles

Blended Roles



Organisational Design: Target Characteristics of the Service



Consistent



- *Acting or done in the same way over time*
- *Logically ordered and/or following the same pattern*

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- Clear service offer
- Standard processes
- Aligned and orchestrated
- EPIC behaviours



Networked



- *Connect as or operate with a network*
- *Interact with others to exchange information and develop professional or social contacts*

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- Responsible (at all levels)
- Connected
- Engaged
- Trusted

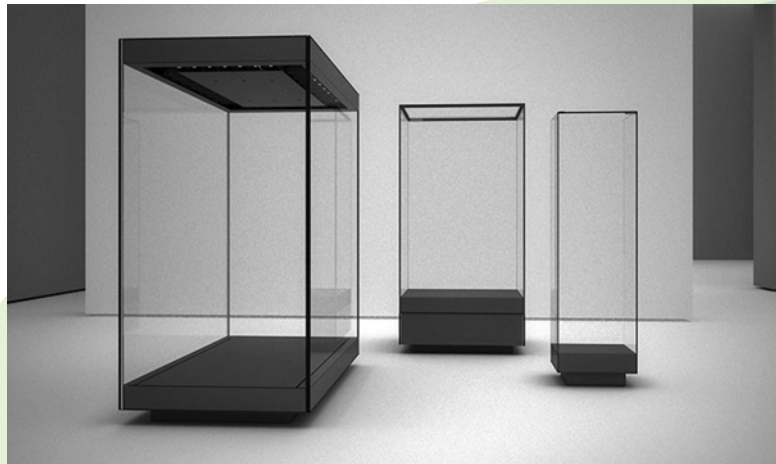


Curator



- *Select, organise, and look after items*
- *A curator (from Latin: curare, meaning "to take care") is a manager or overseer.*

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- Applied expert knowledge
- Insight (understand business needs)
- Influence and shaping
- Present to inform



Adaptive



- *Having an ability to change to suit different conditions.*



- Entrepreneurial
- Learning organisation
- Versatile
- Relevant

Enabler



- *A person or thing that makes something possible.*



- Obsessively customer focused
- Make things happen
- Achieve and succeed
- Create and demonstrate value

Staff Engagement

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Collaborative Working



Joint Leadership Team

Business Technology Solutions Board

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Architecture Design Authority



Staff Engagement



Communication



orbis Digital Download

Message from Matt Scott (CIO) – Seeds of Change

I held an IT Leadership Team Away Day last week which was both highly productive and enjoyable, providing an opportunity for us to work closely and develop our team identity. It was clear to me that we are well on the way to working as a unified leadership team and able to think and act for the shared interests of building an integrated service. The day focused on reviewing our progress to date, reflecting on learning points and building a consensus on how to move our integration and service development forward. Alongside our own reflections we also had representatives from Gartner and BT attending for parts of the day so that we could draw on their experience and expertise. A key output from the day was the definition of the IT transformation programme and the component change initiatives. This programme will provide the formal governance and delivery framework that will drive the structural, technological and behavioural changes needed to provision both the IT & Digital service and the technology enablers for the Orbis Programme. Over the coming months, the leadership team will be working with the EPIC Champions and engaging across our service to shape, deliver and start embedding the changes. With engagement in mind, I would like to confirm that I will be holding another series of staff briefings in the summer, dates will follow, and also remind everyone that I would welcome the opportunity to attend team meetings and meet with members of our service that I have yet to meet.

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Subject: Virtual Bouquet for Dan D and Bill C

Please see below feedback from Greg and Alan on some of the work that has been happening around the new laptops - I too had my new laptop up and working within about 10 minutes, Greg is right it's good to acknowledge great work and celebrate innovative and collaborative working

Please pass on our thanks and acknowledgment of the great work to Bill and Dan and their teams -



Cost Reduction and Savings

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Savings Target Position



The efficiencies required for the integrated IT & Digital service over the next three years are:

Orbis Savings

- Year 1 2016/17 £135,000 (Status: Green)
 - Year 2 2017/18 £989,000 (Status: Amber)
 - Year 3 2018/19 £1,228,000 (Status: Amber)
-
- £2,352,000

Key:

Green: Cost reduction achieved

Amber: Further work required though good level of confidence

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