

IT & Digital Transformation Advisory Committee

Minutes of a Meeting of the Information Technology and Digital Transformation Advisory Committee held in Committee Room No. 1, Civic Centre, Tannery Lane, Ashford on 1st November 2019.

Present:

Cllr. Knowles (Chairman)

Cllrs. Ovenden, Pickering.

Apologies:

Cllrs. Bell, Forest.

Also Present:

Customer Service & Digital Project Manager, IT Operations Manager, Governance & Data Protection Officer, Member Services Officer.

1 Minutes of the Meeting held on 26 July 2019

- 1.1 The Minutes of the Meeting of the IT & Digital Transformation Advisory Committee held on 26 July 2019 be approved and confirmed as a correct record.

2 Website Project – Progress Update

- 2.1 The Customer Service & Digital Project Manager highlighted the progress to date on the website project. An update had been received from Visarc, a shortened version of which was given to the Committee. He drew attention to the findings from the Google Analytics Audit, in particular the level of organic traffic, the types of devices used and the bounce rate. Some of the findings indicated that there was a struggle to find the information required and that the call to actions required more prominence.
- 2.2 The Customer Service & Digital Project Manager emphasised the level of calls received by the Customer Services Team compared to website enquires over a set period. Some of these areas had quite high call rates compared to web enquiries and vice versa. Members commented that the 'channel shift' project had worked and these figures highlighted areas where greater external communication was required.
- 2.3 The next steps for the project was to assess user journeys, tidy content and prepare the wireframes. These were all on target for early 2020.

Resolved:

That the Update be received and noted.

3 Remote Working Capacity (Stress) Test

- 3.1 The IT Operations Manager introduced the report. He confirmed that over half the Council had been set up to work remotely. On a standard day there would be approximately thirty people using the system. All officers were encouraged to work from home on a specific day to test the robustness of the system in advance of Brexit. Users peaked at eighty with only one user being unable to access the system, this was due to unfamiliarity with the system. Moving forward, a user survey would be undertaken to ascertain how the system had fared during the test.
- 3.2 In response to questions, the IT Operations Manager advised that they were in the process of moving staff over to Office 365. There had been some initial teething problems which were being resolved before this was implemented more widely. Microsoft Teams was also being trialled before a wider implementation.

Resolved:

That the Report be received and noted.

4 Digital Inclusion Event

- 4.1 The Customer Service & Digital Project Manager drew attention to the upcoming Digital Inclusion Event. There would be two sessions on the day, the first being a drop in with people on hand to assist with any digital queries, such as online shopping, banking or emails. The second session was to be run by Barclays and themed on staying safe online. Advertisement for the event had been wide reaching.

5 Local Digital Declaration

- 5.1 The Customer Service & Digital Project Manager advised that as part of a collective, the Council had applied for funding however had been unsuccessful. There had been sixty applications with only seven successful, three of these were alpha projects with four for discovery. The collective group were still keen to continue the project and were investigating other funding streams.

6 Digital Declaration Web Page

- 6.1 The Customer Service & Digital Project Manager gave an overview of the Digital Declaration Web Pages. These would include vlogs, and information on projects including lessons learnt. It was hoped that with time there would

be a wide range of blogs, from officers to residents on a range of topics. The web pages would be launched during December.

7 Report Tracker & Future Meetings

- 7.1 The Member Services Officer provided a brief update on the Modern.Gov project and advised that the Drop In Sessions had proven successful, and these would be continued into the new year. Councillors were becoming more confident with both Modern.Gov and iPads, support would be available throughout the four year term should it be required. Discussion was had regarding the utilisation of the Web Library for member training documents.
- 7.2 Attention was drawn to the cost savings, in particular the significant reduction in printing costs since Modern.Gov had been introduced and the efficiency saving since the digitisation of the Flytipping process. The Committee were encouraged by these savings and the work undertaken to achieve these.
- 7.3 The following items were added to the Tracker:
- Digital Inclusion Event – Wash Up – January
 - Digital Declaration Web Pages – January
 - An overall update on the digital project – March

Resolved:

That the Report Tracker & Future Meetings be received and noted.