










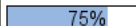

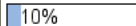

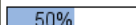

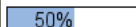





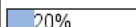

SAHSCP Digital Strategy 2020-2023


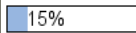

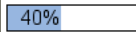

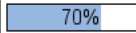
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COPL 03.1a	Deploy and actively market technology solutions to enable collaboration. Expand and upgrade shared technology services and data sharing between the Council, the Health & Social Care Partnership and NHS Ayrshire and Arran.	Stewart McCall	31-Dec-2021		<div style="width: 65%;"><div style="width: 65%;"></div></div> 65%	22-Apr-2021 The proposal to establish a Centre of Excellence to manage M365 going forward is being reworked following feedback at the Project Board. Pilot underway in ICT and deployment has now started in the other priority services. In parallel, content continues to be migrated from Rewired the latest version of SharePoint. Work continues on the Executive Leadership Team Clearing Papers to resolve some of the issues Corporate Leadership Team/ELT are experiencing editing on Rewired.
COPL 06.2a	Develop mobile solutions for our workforce, enabling them to deliver more to our residents in the community.	Stewart McCall	31-Dec-2021		<div style="width: 45%;"><div style="width: 45%;"></div></div> 45%	29-Mar-2021 All new online services on the digital services platform are now mobile friendly. Work continues to develop new solutions using M365 for our workforce.
DS 1.1	Work collaboratively with partners to achieve security compliance across our entire estate.	John Wood	30-Sep-2021		<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	19-Apr-2021 This action is reported in SAC ICT Service Improvement and Recovery Plan specifically action ICTEA SIRP 03: A programme of work to improve cyber security and resilience across the Council including creation/updating of key security governance documents.
DS 1.2	Improve the resilience, connectivity and digital co-location experience across our locations.	John Wood	31-Mar-2022		<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%	
DS 1.3	Work collaboratively with partners and providers to consider opportunities for improving connectivity.	John Wood	31-Mar-2023		<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	19-Apr-2021 This action is reported in SAC Council Plan 2018-2022 specifically action COPL 03.1a Deploy and actively market technology solutions to enable collaboration. Expand and upgrade shared technology services and data sharing between the Council, the Health & Social Care Partnership and NHS Ayrshire and Arran.
DS 2.1	Work collaboratively with partners to rollout Microsoft 365.	John Wood	30-Sep-2021		<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	19-Apr-2021 This action is reported in SAC ICT Service Improvement and Recovery Plan specifically action ICTEA SIRP 07: Migration to M365 SharePoint Online service.
DS 2.2	Work collaboratively with partners on federation of email/calendar/contact.	John Wood	31-Dec-2021		<div style="width: 50%;"><div style="width: 50%;"></div></div> 50%	05-May-2021 Update provided by David Alexander 05.05.2021 NHS systems access via Council laptops has been actioned for 11 users. NHS accounts have been requested and the ICT setup on the Council's side is currently being implemented to facilitate dual access to both SAC and NHS networks from the same device. Timescale for completion is May 2021.

DS 2.3	Redesign and rebuild the Partnership's website with a focus on delivering digital services and digital engagement.	John Wood	30-Sep-2021		<input type="text" value="50%"/>	05-May-2021 Update provided by David Alexander 05.05.2021 CORE/intranet access and training has been delivered to HSCP staff and new CORE/intranet HSCP pages are in progress. A new domain name for the public facing site is available for use, hscp.south-ayrshire.gov.uk which will allow the HSCP to essentially have it's own website. Population of this site will follow on from the new CORE/intranet pages.
DS 2.4	Conduct a fitness-for-purpose assessment of all applications implement the recommendations.	John Wood	31-Mar-2023		<input type="text" value="10%"/>	05-May-2021 Update provided by David Alexander 05.05.2021 The ICT Applications Portfolio Assessment project will start in May. It aims to review all business applications (including HSCP) in our portfolio, using a specialist toolset. This will facilitate the assessment of the applications (both technical and business fits) in order to realign the Council's strategy.
DS 2.5	Develop and deliver mobile ways of working which are integrated into our models for service delivery.	John Wood	31-Mar-2023		<input type="text" value="35%"/>	05-May-2021 Now driven by COVID-19 remobilisation.
DS 2.6	Look to develop mobile solutions for our workforce, enabling them to deliver more to our service users in the community.	John Wood	31-Mar-2023		<input type="text" value="100%"/>	19-Apr-2021 This action is reported in SAC Council Plan 2018-22 specifically action COPL 06.2a: Develop mobile solutions for our workforce, enabling them to deliver more to our residents in the community.
DS 3.1	Evaluate the long-term options around Partnership's casework management system and upgrade/replace.	John Wood	31-Mar-2022		<input type="text" value="0%"/>	
DS 3.2	Look to provide appropriate and secure access to the digital information service users need to help maintain and improve their health and wellbeing.	John Wood	31-Mar-2022		<input type="text" value="25%"/>	05-May-2021 Update provided by David Alexander 05.05.2021 Implementation of a new HSCP public website is underway as per DS 2.3
DS 3.3	Ensure information on service users can be shared securely to assist service staff and carers.	John Wood	31-Mar-2023		<input type="text" value="10%"/>	05-May-2021 Update provided by David Alexander 05.05.2021 A Council wide project in regard to electronic document management systems is being considered as part of the new Workstreams project. This project will consider options for sharing, storing and accessing files securely across all council departments.
DS 4.1	Development of a digital engagement strategy for the Partnership.	John Wood	30-Sep-2021		<input type="text" value="0%"/>	05-May-2021 To be merged with holistic engagement strategy

DS 4.2	Look to communicate and engage with our employees using digital technology.	John Wood	31-Mar-2023			05-May-2021 Significant improvement over pandemic - must be built upon
DS 4.3	Work with partners and the Local Government Digital Partnership on Digital Telehealth and Telecare projects.	John Wood	31-Mar-2023			07-May-2021 Update provided by Vikas Kalra 07.05.2021 The Telecare Analogue to Digital project has initiated and a Project Manager appointed. The work is in the early stages. The team is working with Digital Office Scotland, where various other Telecare Service Providers provide an update on their work and share knowledge. Utilisation of certain aspects of Telehealth will be considered during the project but the main focus will be around Analogue to Digital transition of Telecare.
DS 4.4	Look to use technology to improve the scheduling of home carers and monitoring of external care suppliers.	John Wood	30-Sep-2021			05-May-2021 Internal rollout complete. External rollout to commence.
DS 4.5	Look to use technology to improve public safety and the protection of vulnerable adults and children.	John Wood	31-Mar-2023			05-May-2021 Update provided by David Alexander 05.05.2021 Implementation of the NHS NearMe product has been actioned for 2 HSCP services allowing face to face communication with service users without the need to register or download additional software.
DS 4.6	Evaluate and look to use predictive technology, robotic process automation and artificial intelligence in the delivery of improved health and social care services.	John Wood	31-Mar-2023			
DS 4.7	Improve digital access for our workforce who currently have little or no access to ICT on a day-to-day basis.	John Wood	31-Mar-2022			05-May-2021 Update provided by David Alexander 05.05.2021 ICT have mobilised the large majority of the workforce and work remains ongoing to ensure that all eligible staff are issued with a laptop and peripherals. This has facilitated access to effective home working with access to Council systems. In addition, ICT set up Citrix access which allows staff to access the Council network via a personal device, if a Council one is not available.
DS 5.1	Develop our employees to be comfortable with the technologies we use to deliver services.	John Wood	31-Mar-2022			05-May-2021 Further work required - relevant staff trained in MS Teams. Activity led by SAC/NHSAA.
DS 5.2	Work with partners to baseline digital skills internally and identify a programme for improvement.	John Wood	31-Mar-2023			19-Apr-2021 This action is reported in the HSCP Corporate Workforce Plan 2019-2022 specifically action: WOR 12 Develop a clear roadmap with regards to analogue to digital transition and wider digital services and resource and skills required.

ICTEA SIRP 03	A programme of work to improve cyber security and resilience across the Council including creation/updating of key security governance documents	Stewart McCall; Anne Yeo	30-Nov-2022			29-Mar-2021 A proof of concept for the deployment of Microsoft Sentinel Security Operations Centre has now started. A Security Maturity Assessment has now been carried out and an action plan is being development. A NIST compliance assessment has also been carried out.
ICTEA SIRP 07	Migration to M365 SharePoint Online service.	Stewart McCall; Kirsty McIntyre	31-Jul-2021			12-Apr-2021 work progressing now in alignment with the M365 project implementation schedule which has caused slower progress than initially planned.
WOR 12	Develop a clear roadmap with regards to analogue to digital transition and wider digital services and resource and skills required.	James Andrew; Gabrielle Coyle; Eddie Gilmartin	30-Apr-2021			11-Jan-2021 PM now in place. Transition now 2023 rather than 2025