

# COSMB

## Digital Solutions – supporting new ways of working

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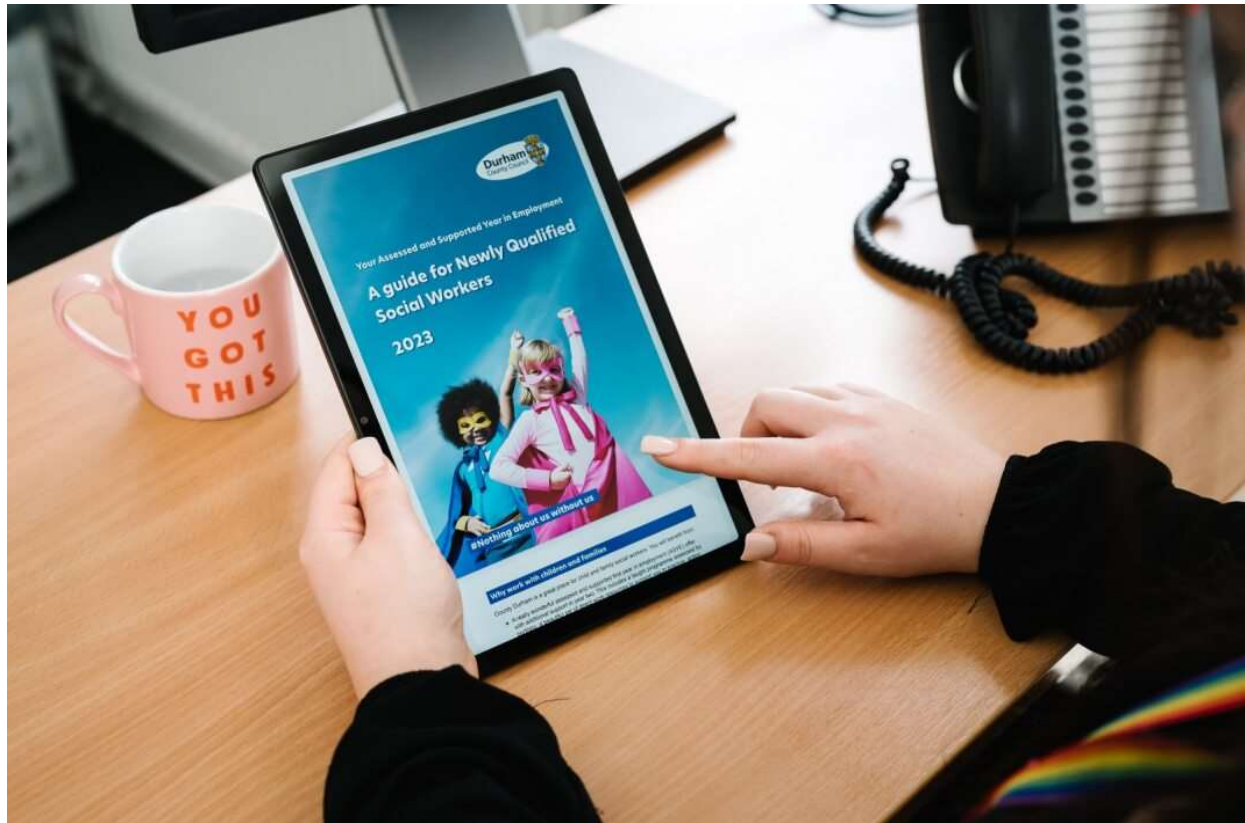
# New ways of working.....







# Digital ways of working



# Benefits of digital solutions to smarter working

- manage our people and resources effectively
- create/supports a workforce for the future
- better services for our residents
- use data and technology more effectively to support decision making
- actively performance manage our services
- deliver services that respect that we operate in a world with limited natural resources, biodiversity scarcity and climate change

# Digital Strategy

## Digital Durham

- Our digital vision and principles

## Digital Customer

- Improve how people can access our services

## Digital Organisation

- Make sure our staff have the right digital skills

## Digital community

- Expand digital access across county

# Digital Council

- Developing proposals for new internal governance for digital
- Developing digital action plan across organisation

# Ways of working

- New Intranet delivered
- Digital mail room delivered with Business Support
- CRM system continued development
  - Hospital Discharge Process
  - W3W Pilot
  - Updated Bulky Waste Collection
  - Updated Health & Safety Process
  - Scaffolding Permit Process
  - School Admissions and Appeals
  - Research approval application
- Spiidur- phase 1 delivered – new building facilities product
- New flexi recording system being launched





# Office 365

- SharePoint migration now completed to new secure platforms- 3,297 sites migrated
- Successful pilots on new ways to share information securely
- Pilots on new ways to capture electronic signatures
- Engagements with Microsoft to explore new opportunities for technology- AHS use case

# Learning, training and skills

- Members' support
  - Specific Teams training
  - Specific governors portal training with CYPS colleagues
  - Digital skills survey complete
  - Ongoing support members ICT
- Staff training offer
  - Improved training offer
  - New sessions being delivered



# Meeting Room Video Conferencing



## Small/Medium Room Teams Solution

5 – 10 People

55" Screen with MS Teams Integrated Video  
and Audi  
and MS Outlook calendar management









## Large Room Teams Solution

10+ People

65" Screen with MS Teams Integrated Video  
and Audio  
MS Outlook calendar management

# Video Conferencing Usage Statistics

 <b>113</b> ROOMS	 <b>4</b> UNUSED ROOMS	 <b>16%</b> UTILIZATION	 <b>2565</b> SCHEDULED MEETINGS	 <b>78%</b> ONLINE MEETINGS	 <b>461</b> CALLS	 <b>98%</b> CALL PERFORMANCE
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## Top 10 rooms by utilisation

Display name	Hostname	Utilization ↓	Booked Online	Scheduled Meetings	Total Calls	Call performance
CH Res HoS G18	CH-VC-G18	70%	0%	21	1	100%
CH Beaumont Room 1/80-81 (14)	CH-VC-Beaumont	41%	59%	37	2	100%
Green Lane 3.06 (6)	GL-VC-306	38%	90%	70	7	85.71%
Green Lane 3.08 (6)	GL-VC-308	37%	100%	55	9	100%
Green Lane 3.05 (6)	GL-VC-305	36%	91%	78	13	100%
Green Lane 0.03 (6)	GL-VC-003	33%	75%	51	2	100%
Green Lane 3.07 (10)	GL-VC-307	33%	89%	46	10	100%
CH Committee Room 2 (54)	CH-VC-CommRo...	32%	48%	27	4	100%
CH Corporate Director 3/1	CH-VC-Director3	32%	21%	19	0	N/A
Green Lane 1.03 (12)	GL-VC-103	32%	61%	28	5	100%

# Infrastructure

- Morrison Busty
- The Story





# Infrastructure

- Improvements to Tanfield
  - Corporate firewall upgrades – security and remote access improvements
  - Data centre security upgrades
  - Cyber Security Framework developed
  - Out of Hours Support reviewed and updated

# Equipment

- Provision of devices
  - Flexible devices in Adult Social care
    - Service efficiencies
    - Embracing new technology
    - Improvements in:
      - Care provision
      - Staff work/life balance
      - System accuracy and timely availability of data
  - Review of Technology Provision Strategy
    - Holistic approach to device lifecycles
    - More regular replacement patterns
    - Better financial control



# Look ahead

- Events booking online –Sept 2023
- Member Portal Launch - October 2023
- Online booking for registrars service – Oct 2023
- Member Digital Skills Programme
- New staff site for 365 learning
- New schools extranet to be launched - Oct 2023
- Home and Shared folder migrations to commence
- Teams telephony integration
- Online booking Registrars service

Questions?