Programme Dashboard Report - MOD03 - Digital First
27 February 2019

PROGRAMME DESCRIPTION

A Council that is truly Digital First will be one that has implemented ways of working and a range of technological solutions to better meet the expectations of its citizens while operating with optimal efficiency.

PROJECTS

Title	Project	Resources	Timescales	Risks/ Issues
Cardiff App	AG	RA	AG	AG
Education Information Management	AG	AG	AG	AG
HR Recruitment Portal	AG	GR	GR	AG
Hybrid Mail	GR	GR	GR	GR
Office 365	GR	GR	GR	GR
SharePoint (Doc Management)	AG	GR	AG	AG
Virtual Agent Technology	AG	GR	GR	AG

PROGRAMME MANAGER COMMENTS

CARDIFF APP - An updated version of the app was successfully released on 25th February 2019.
This latest version allows residents to report a problem on the roads and pavements.
The next version will be released mid-April and will allow residents to report non-collection of waste.
Cardiff App downloads stand at 9,460 (18th February 2019).
EDUCATION INFORMATION MANAGEMENT - Testing phase about to commence for IYSS implementation.
First three teams to transition to ONE approved at EMT – Autism Spectrum Team, Education Other Than at School and Educational Health & Wellbeing.
Project Update Communication to be sent to Education teams before the end of the month.
HR RECRUITMENT PORTAL – The specification for the front office career site design was completed on 22nd February 2019.
Super users have been trained, and these users will begin configuring the system for HR Recruit.
HYBRID MAIL – CPE are sending an average of 6,500 letter items per week via hybrid mail, and approx. 40,000 items have been sent in total since the beginning of January 2019.
Continue to work closely with Waste and Housing benefits teams to capture requirements and set up testing.
OFFICE 365 – Trial 2 and Trial 3 users now successfully migrated - 143 users now live on Office 365.
Business Champions have been identified; an initial introductory session is being arranged.
Trial 4 due to be fully live by 26th March 2019.
FAQ site now live.
SHAREPOINT – Update provided to IRB on 19th February 2019.
No major issues to report, everything on track.
VIRTUAL AGENT TECHNOLOGY - Significant progress has been made towards procurement of the virtual agent platform.
A detailer supplier/product assessment has been completed using the GCloud framework, and an appropriate supplier has been clearly identified through this process.
Work to define the required architecture to connect existing telephony to the voice-activated virtual agent tool has progressed well, with final detail being documented at present.

27-February-2019, 9:19pm

KEY PROGRAMME AND PROJECT MILESTONES

Project	Title	Details	Planned Start	Planned Completion	Estimated Start	Estimated Completion
Hybrid Mail	Waste to migrate to using Hybrid Mail	Enforcement, Strategy and Commercialisation to fully transition to Hybrid Mail	01-May-2019	28-Jun-2019	14-Jan-2019	15-Mar-2019
Office 365	Trial 4 - Deliver Skype and Multi-Factor Authentication	Trial 4 users live with Skype and Multi Factor Authentication	25-Feb-2019	13-Mar-2019	25-Feb-2019	13-Mar-2019
Office 365	Trial 4 - Deliver Exchange Online	Trial 4 users live with Exchange Online (365 Email)	18-Mar-2019	26-Mar-2019	18-Mar-2019	26-Mar-2019

NEW / HIGH RISKS

Project	Date Raised	Risk Description	Future Action Required	Action Owner	Inherent Risk	Targeted Residual Risk
Cardiff App	21-Feb-2019	Loss of resource in the Web development team at the end of March 2019 could result in a delay of future releases of the app.	Investigate ways to mitigate against the loss of resource	Emlyn Nash	High	Medium / High
Education Information Management	21-Dec-2018	There may not be sufficient resource (project and service area) to implement migrations to ONE at the required pace.	Education directorate to consider options: To accept a longer timescale in which to implement To source additional resource which will enable concurrent implementations	Neil Hardee	Medium / High	Medium / High
Virtual Agent Technology	03-Oct-2018	There is a risk that virtual assistant technology will be unable to support Welsh Language provision. If this is not available, we would not be able to implement this technology for English speaking customers either, as this would lead to an inequality in service provision.	Natural language processing, voice recognition and speech synthesis tools can be deployed for a wide variety of languages. Products exist that can handle Welsh, including recognising an initial utterance and changing their own response to Welsh from English. Welsh language support will be a mandatory requirement during product/supplier assessment and the inability to provide an equal quality of service will be a reason for exclusion. The project team will engage with suppliers of Welsh language solutions to ensure regulatory compliance. UPDATED - the project team has investigated options for ensuring bilingual service provision is achievable. Documentation has been shared with Bilingual Cardiff who are supportive of our efforts. This work has reduced the likelihood of the negative residual risk.	Ben Rive	High	Medium / High

CURRENT ISSUES

Project	Date Raised	Due Date	Description	Resolution Required	Owner / Actioner	RAG
Office 365	20-Feb-2019	01-Mar-2019	Need to coordinate rollout plans with SharePoint delivery, as Office 365 will be required to access SharePoint online.	SharePoint PM has provided rollout schedul, and IT applications manager and O365 PM will be meeting urgently to discuss	David Butler / David Butler	RA