



# Digital Strategy Action Plan



**NEWARK &  
SHERWOOD**  
*DISTRICT COUNCIL*



Project Name	Alignment with Digital Strategy Outcomes			Alignment with Community Plan							
	Digital Community			Economic Development Strategy	Future Workforce Strategy	Customer Service Strategy	Medium-Term Financial Strategy	Comms. Strategy	Commercial Strategy	Information Governance Strategy	Climate Emergency Strategy
	Digital Customer	Digital Council	Digital Place								
Hybrid Workforce	●	●	●		●	●			●		●
Microsoft Office 365		●			●	●		●	●	●	●
Website(s) Phases 1 & 2	●					●		●			●
MyNS NSDC MyAccount	●					●			●		●
Connecting Systems	●	●				●			●	●	●
Housing Management Review	●	●				●		●			
Asset Management Compliance		●									●
Electronic Signing	●	●							●	●	●
HR Workforce Management		●			●		●				●
Legal Case Management		●					●			●	●

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	Digital Community			Economic Development Strategy	Future Workforce Strategy	Customer Service Strategy	Medium-Term Financial Strategy	Comms. Strategy	Commercial Strategy	Information Governance Strategy	Climate Emergency Strategy
	Digital Customer	Digital Council	Digital Place								
ICT & Digital Services Help Desk		●				●					●
Digital Inclusion & Wellbeing	●	●	●		●	●					●
Council E-Newsletter	●	●				●		●	●		●
Cyber Essentials	●	●								●	
ICT Infrastructure Replacement		●					●				●
AR Repairs Support	●	●				●			●		●
Digital Democracy	●	●	●		●			●			
Digital Place			●	●					●		
Omni-Channel Customer Services	●	●			●	●			●		●
Palace E-Commerce Platform	●		●	●					●		

Project Name	Project Description	New Value / Expected benefits	2021 - 2024 Period				
			Start Date	Expected End Date	Current Status (RAG)	Budget Type	Business Owner
Hybrid Workforce	Improving the mobility and flexibility of service delivery with Agile devices and applications.	Improve the ability of workforce to access information and data from any location, reduction in return to base visits required. Delivery of digital services directly to customers to ensure digital inclusion. Reduced/low carbon initiatives.	06-2021	11-2022	●	Capital & Revenue	ICT & Digital Services
Microsoft Office 365	Migration of existing services to Microsoft 365 cloud and utilising those for digital transformation.	Process transformation, cloud enablement, collaboration and unified services.	03-2021	03-2024	●	Revenue	ICT & Digital Services
Website Phase 1: Migrate, Rebuild. Redesign	Improvement and redevelopment of the existing NSDC website to provide an accessible and modern customer experience.	Reduction in people excluded from using the website due to its design and therefore providing a more accessible service. Improved customer experience. Reducing the requirement to telephone for information.	03-2021	03-2022	●	Capital & Revenue	Communications ICT & Digital Services Transformation

RAG Status Key      ● = Red      ● = Amber      ● = Green

Project Name	Project Description	New Value / Expected benefits	2021 - 2024 Period				
			Start Date	Expected End Date	Current Status (RAG)	Budget Type	Business Owner
Website Phase 2: Continual improvement	Further improvements to the website following from Website phase 1. Including further accessibility, ancillary sites and WCAG ranking improvements.	Further improvements to customer experience. Reducing the requirement to telephone for information. Reduction in people excluded from using the website due to its design and therefore providing a more accessible service.	03-2022	03-2023	●	Capital & Revenue	Communications ICT & Digital Services Transformation
MyNS NSDC MyAccount	Implementation of customer account portal, establishing a baseline 'tell us once' approach and unified services.	Enabling residents able to self-serve and to see key information about their council accounts at any time when it suits them, with the ability to track existing progress.	10-2021	03-2022	●	Capital & Revenue	Customer Services ICT & Digital Services
Connecting Systems	Working with existing and new systems to enable a 'tell us once' approach and unified services.	Utilising webservice and APIs to connect/integrate systems for a unified approach, progressing towards a tell us once process.	06-2022	03-2024	●	GF/HRA, Capital & Revenue	ICT & Digital Services

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Project Name	Project Description	New Value / Expected benefits	2021 - 2024 Period				
			Start Date	Expected End Date	Current Status (RAG)	Budget Type	Business Owner
Housing Management System Review	Review of the existing Housing Management System used across the Housing Health and Wellbeing Directorate.	Staff access to system in an agile way, integration options with other related systems such as council wide CRM, functionality to improve tenant engagement and service improvements. Deliver new functionality to ensure continued compliance with legislation and regulatory responsibilities.	03-2022	03-2024	●	GF/HRA, Capital & Revenue	Housing, Health & Wellbeing ICT & Digital Services
Asset Management Compliance	Review and improvement of outdated and inefficient processes within Housing Asset Management and Compliance.	Remove reliance on spreadsheets, minimise risks relating to compliance management, improved data management and analysis to support de-carbonisation requirements and investment management.	11-2021	11-2022	●	GF/HRA, Capital & Revenue	Housing, Health & Wellbeing ICT & Digital Services Transformation
Electronic Signing	Modernising the process of document signing.	Reduction in cost of production and delivery of contracts, quicker resolution as signature requests can be received via email.	06-2022	09-2022	●	Revenue	ICT & Digital Services Transformation

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Project Name	Project Description	New Value / Expected benefits	2021 - 2024 Period				
			Start Date	Expected End Date	Current Status (RAG)	Budget Type	Business Owner
HR Workforce Management	Modernising and improvement of HR & Payroll business processes, records and data management	Increase employee self-serve functions, reduce management administration time and replace obsolete software.	09-2021	03-2023	<span style="color: green;">●</span>	Capital & Revenue	Financial Services HR & Training
Legal Case Management	Implementation of a case management system, utilising modern services.	Enable effective case and document management. Reduce costs and save time on everyday business processes. Enable effective security and sharing of sensitive documents.	01-2022	06-2022	<span style="color: green;">●</span>	Revenue	ICT & Digital Services Law & Information Governance
ICT & Digital Services Help Desk	Implementation of a modern servicedesk system, utilising modern services.	Improved support provided across multiple channels. Decrease the cost of support and save time with self-service options. Enhance productivity for council employees.	01-2022	03-2022	<span style="color: green;">●</span>	Capital & Revenue	ICT & Digital Services
Digital Inclusion & Wellbeing	Supporting our communities with access and skills to enable the use of digital services.	Increasing the reach and availability of digital services to areas of digital deficit, to improve service consumption and delivery for all customers.	03-2022	03-2024	<span style="color: grey;">●</span>	Capital & Revenue	ICT & Digital Services

RAG Status Key ● = Red ● = Amber ● = Green

Project Name	Project Description	New Value / Expected benefits	2021 - 2024 Period				
			Start Date	Expected End Date	Current Status (RAG)	Budget Type	Business Owner
Council E-Newsletter	Implementing a modern approach to communication with our communities.	Reduce paper copies produced and engage through digital channels.	09-2021	03-2022	●	Revenue	Communications
Cyber Essentials	Continual improvement and maintenance of our digital platforms.	Ensure council services are and remain safe and secure for customers and staff.	06-2021	06-2023	●	Revenue	ICT & Digital Services
Infrastructure Capital Replacement	Continual improvement and maintenance of our digital platforms.	Ensuring all council infrastructure is up to date and in support, with robust disaster recovery in place to ensure services are delivered and resilient.	06-2021	03-2023	●	Capital	ICT & Digital Services
AR Repairs Support	Modernising the repairs process.	Investigations into Improved identification of repair need before site visit, reduction in repairs visits, and reduction in additional visits due to improved identification of resource requirements prior to visit.	09-2021	03-2024	●	GF/HRA Revenue	Housing Maintenance & Asset Management ICT & Digital Services

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Digital Democracy	Improvements to live streaming and investigation into a modern members portal.	Greater access to the Council's decision making process. Improved connections with elected representatives.	03-2022	03-2023	●	Capital & Revenue	Democratic Services ICT & Digital Services
Digital Place	Implementation of information capture devices.	Produce and capture data to inform policy decisions supporting economic growth and resilience.	03-2023	03-2024	●	Capital & Revenue	Economic Development ICT & Digital Services
Omni-channel Customer Services	Improving our customer contact channels (Call recording/Web chat/ CRM integration)	Continue to improve customer service options for all customers with the introduction of additional channels of communication.	02-2022	09-2022	●	Revenue	Customer Services ICT & Digital Services
Palace E-Commerce Platform	Replacement of existing digital ticket sales offering for the palace theatre.	Improved customer experience with a modern platform with the potential to increase revenue. Ability to expand marketing potential.	03-2022	03-2023	●	Capital & Revenue	Heritage & Culture ICT & Digital Services

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