


## Appendix 1C - The Impact of the Digital Strategy on people

### Impact of Digital Strategy projects


**PROCESS AUTOMATION**  
Automating administrative processes to reduce time, cost and errors, while speeding up response times.

Applications for Council leisure clubs are complex. They bring in revenue, but need to be checked and validated. Automation provides the team with time to promote the scheme and increase the money being brought in.




**INTERNET OF THINGS**  
We install Smart Sensors to monitor things like CO2 levels in classrooms or damp in social housing.

Real time information enables Services to take quick actions to keep our citizens safe and increase efficiency i.e turning down heating temps




**MASTER DATA MANAGEMENT**  
The creation of a single customer record linked across systems so any changes are replicated across them all.

As our systems link up, if someone tells the library that they've moved house, their Leisure card, school meals account and other council systems will be updated.



**COMMITTEE MANAGEMENT SYSTEM**  
Automated creation and publishing of documents for committee meetings to meet statutory responsibilities.

Citizens can access documents ahead of meetings and view items they are interested in. Members Support focus on other tasks instead of processing, converting and publishing committee reports.



**ONLINE SERVICES**  
Improve access to services outside business hours and reduce admin costs

Residents who work during the day can check council tax balance and pay for things like a marriage licences when it suits them best.

