

**Digital and ICT Strategy & Action Plan 2021 - 2023**

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# Introduction

The purpose of this strategy is to outline the initiatives Barrow Borough Council (BBC) will undertake to develop and rollout Digital and related Information and Communications Technologies (ICT) infrastructure, applications and services. This will underpin the objectives defined in the Council Plan, the Customer Services Strategy, and to aid the transition to the new Westmorland and Furness Unitary Authority, while ensuring the ICT service provision fully supports the Council in the delivery of its “business as usual” services.

# Executive Summary

Usually, Digital and ICT strategies are two related but distinct strategies. An ICT Strategy answers the question, “How ICT will help the Council succeed?”, a Digital Strategy answers the question, “How should the Council and the community it supports evolve to develop and thrive in an increasingly digital world?” Due to the impact of the Local Government Reorganisation and the relatively short duration until BBC becomes part of the new Unitary Authority (UA), these two strategies have been combined into a single consolidated document.

The COVID pandemic highlighted a shortfall in the Council’s digital capabilities for service delivery. To allow the Council’s workforce and members to continue to deliver services it required a rapid implementation of digital workplace technologies. This showed how digital enabled change can facilitate a rapid paradigm shift in how we work, where from and how it is delivered. The aim is to continue the momentum of this change with specific emphasis on digital transformation for customer service engagement.

The strategy builds on the progress made by initiatives delivered under the previous ICT Strategic Plan 2017-2020.

There are three core Digital ambitions within this strategy:

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| **Digital Customer**  | -  | Utilise digital technologies and services to allow residents and businesses to better engage and transact with the Council    |
| **Digital Council**  | -  | Ensure we have the right digital and related ICT infrastructure, systems, services and workforce capabilities in place to support a digital centric transformation    |
| **Digital Place**  | -  | Ensure we have the right connectivity and digital infrastructure and smart city technology across the Borough to improve outcomes for residents and businesses   |

To meet these ambitions the following themes will be followed:

* Improve the digital service channel capabilities
* Improve the digital workplace capabilities within the Council
* Address sustainability of current at-risk systems
* Align any future progress of the Council’s ICT application estate with the direction of the new Unitary Authority’s ICT application strategy
* Align the development of the Council’s ICT infrastructure to aid integration with the new Unitary Authority’s ICT infrastructure
* Continued improvement of the Council’s cyber security and resilience capabilities
* Improve data analytics and insights capability
* Improvement of ICT Service Management processes and adoption of agile development practices
* Improve the digital infrastructure within the Borough

# Drivers for Change

The restriction in physical access due to the pandemic highlighted the limitations of BBC’s digital capabilities for service delivery, causing challenges for residents interacting with the Council. An effect of the pandemic has been the accelerated take-up in use of digital service channels across society. A ten-year pre-pandemic societal digital evolution timescale has been condensed into an 18-month period. There is increased readiness and expectation of customers to interact digitally with the Council. The ambition to support this is outlined in the Council’s Customer Services Strategy 2021-2025.

The pandemic also resulted in a shift in how staff and members work and collaborate, with much of the workforce being forced to work remotely. Like many organisations, BBC had to rapidly adopt a “digital workstyle”; the carrying out of physical activities using digital tools and services to allow it to function. Solutions such as laptops and web conferencing (Zoom & Microsoft Teams) were deployed to staff to enable access and collaboration. It also highlighted the limitation of the existing office centric technology model and the reliance on manual processes. With pandemic recovery there is the acceptance by many organisations in both the public and private sectors that the pre-pandemic workstyle will not return and the “new normal” workstyle with be a hybrid one, part working in the office and part working from home or another location. Therefore, this digital enabled transformation will be required to continue.

Following the Local Government Reorganisation Consultation, BBC will be joining with Eden District Council, South Lakeland District Council and “half” of Cumbria County Council to form a new Unitary Authority, with the vesting date of April 2023. The merging of BBC’s digital and ICT infrastructure, applications and services with the two District Councils and Cumbia County Council’s desegregated digital and ICT estate will require significant planning and delivery. In parallel, change and updating of the BBC’s digital and ICT infrastructure will potentially be required up to vesting day. This will be to enable the Council to deliver both existing and committed new initiatives such as the Customer Services Strategy, as well as providing a secure, supported, and compliant fit for purpose ICT environment, ensuring ongoing delivery of “business as usual” services.

# Digital Ambitions

The aim of these ambitions is to build on the foundations of our current and previous Digital and ICT initiatives to further develop our Digital infrastructure, capabilities and services which will in turn deliver the capabilities required by the Council Plan and the Customer Service Strategy.

Digital Barrow

Digital Barrow

Digital Customer

Digital Place

Digital Council

## Digital Customer

We will develop and deploy new customer centric online web and mobile services which residents will choose to use over the traditional telephone and face to face engagement. Specifically, this will be through:

* Implementation of a new cloud-based Customer Relationship Management (CRM) and electronic forms (eForms) solution, providing web and mobile self-service for residents and businesses, with the redesign of services around customer needs
* Implementation of a “My Barrow” online account providing residents with a secure single login service, providing personalised access to services, building on the self-service capabilities provided by the new CRM & eForms solution

## Digital Council

We will continue the development of the digital hybrid workplace to provide staff and members with the capability to work from any location (e.g. in the office, at home, on the move) without inhibiting their ability to work effectively. This will be achieved by providing the appropriate digital tools and facilities, service redesign to use digital technology, automation and the implementation of self-service capabilities of existing systems. Specifically, this will be through:

* Continued deployment of a mobile centric end user device model for staff and members. Within council offices this allows the phasing out of the traditional fixed office-based workstation environment, providing increased flexibility on office layouts and reduction in overheads associated with moves.
* Continued deployment of cloud-based unified communications and collaboration services (Microsoft Teams), to provide effective and efficient collaboration capabilities for intra Council working and working with external partners and suppliers. This will include the replacement of the legacy internal telephone system with a cloud-based service (Microsoft Teams Voice). It will remove the need for dedicated telephone handsets, allowing access to the corporate telephone network via multiple devices and from any location.
* Replace personal and departmental storage with cloud-based storage (Microsoft OneDrive and Teams) to provide improved document and file management capabilities and to securely share with external partners
* Utilise automation technologies to digitise processes, including the use of robotic process automation (RPA) and other Microsoft cloud-based automation tools provided with Office 365 (Power Apps and Power Automate)
* Implementation of self-service capabilities of current business systems and replace physical tasks with digital equivalents (e.g. digital signatures in place of “wet” physical signatures on documentation)
* Use of cloud-based analytic tools
* Adoptions of the Local Digital community and Gov.UK “Technology Code of Practice” approach for digital service design
* Provide staff and members with support and development of the skills required to maximise the value of these new capabilities

## Digital Place

We will continue to develop the public digital infrastructure across the Borough, seek opportunities to exploit smart cities/communities technology and services, and facilitate the digital skills development for our residents and businesses. Specifically, this will be through:

* Building on the Cumbria County Council digital strategy and promote the Connected Cumbria and Digital Borderlands Voucher Scheme
* Signposting of digital skills development for residents and businesses:
	+ Fundamental digital skills to address digital exclusion e.g. Good Things Foundation, Barclays Digital Wings
	+ Higher level digital skills to improve employment opportunities e.g. Furness College Courses, Government’s Plan for Jobs, LinkedIn Learning/Microsoft Learn/GitHub Learning Lab etc.
* Develop a digital infrastructure strategy for the Borough with the focus on:
	+ Exploring the opportunities for deployment of public Wi-Fi coverage within the Town Centre
	+ Seek national and regional funding opportunities to accelerate digital infrastructure deployment
	+ Exploring which smart cities/communities technology and infrastructure initiatives will provide real benefit across the Borough e.g. the use of Internet of Things (IoT) for real time bus arrival systems, smart street lighting, smart refuse collection, housing stock management. Many of these will be delivered by commercial partners, therefore the role of the Council will be influencing these partners on the delivery priority of the infrastructure which will provide the maximum value to the borough
	+ Engagement with mobile carriers on accelerating the rollout of 5G mobile coverage across the Borough
	+ Influence broadband suppliers to ensure no areas of the Borough are excluded from superfast or full fibre to premises (FFTP) broadband access

# ICT Action Plan

The aim of this is to define what ICT improvements and developments are required to support the delivery of the Digital ambitions and enable the Council to achieve its business and service objectives up to the vesting of the new UA in April 2023.

The previous IT Strategic Plan 2017-2020 delivered multiple improvements, including but not limited to:

* The replacement and enhancement of ICT infrastructure and systems to improve service availability, cyber security and resilience
* Continual attainment of the PSN certification
* Support for GDPR compliance
* Development and implementation of an Information Security policy and system

This action plan will ensure these outcomes are maintained and built upon on to ensure the investment made delivers the expected value.

A high-level roadmap showing the action plan for the delivery of the ICT strategic initiatives outlined in forthcoming sections is contained in Appendix 1.

## Unitary Transition Support

The transition to the new UA will have a major influence on how the Council’s ICT infrastructure and systems evolve, with pressure to align any changes and upgrades with the UA’s “to-be” environment. Up to the UA vesting date, BBC still requires development and delivery of key ICT applications and infrastructure to meet its objectives and to ensure support in the delivery of business-as-usual services. There is the potential for this to conflict with the direction the UA transition is taking. To address these two tensions, BBC ICT senior management are part of the LGR ICT Workstream group, this being a core workstream within the LGR ICT Transition Programme. Any major change or upgrade to the Barrow ICT applications and infrastructure will be validated against the future UA ICT strategy and architecture. As a principle, a BBC ICT application or infrastructure component will not be upgraded or replaced unless there is a defined business case such as a system is at risk. There are 5 key BBC ICT systems which fall into the category, due to either security vulnerabilities or support no longer available. This in turn results in significant risk for those affected service areas. These systems are:

* + Excelsior CRM & eForms
	+ DBOSS Planning/Building Control/Land Charges
	+ IGaz Local Land Property Gazzetta (LLPG)
	+ Oracle Financials eBusiness Suite
	+ Mitel IP Telephone System and Contact Centre

Work is in progress to mitigate the risk with these systems; for the Excelsior CRM & eForms, IGaz LLPG and Mitel IP Telephone System and Contact Centre, replacement with new systems will be the approach. For the DBOSS and Oracle Financials eBusiness Suite systems, the risk will be mitigated either by sourcing a 3rd party support agreement or security hardening of the hosting environment. In addition, the viability of replacing the DBOSS system with the proposed UA Planning/Building Control/Land Charges system before UA vesting will be established and if viable progressed.

## Cloud First Principle

Where possible, practical, and financially viable, cloud-based solutions will be adopted for any new application or application upgrade. This removes the management overhead of application and associated infrastructure hosting provision, provides faster access to new features, better scalability, increased resilience and overall improved sustainability. An example of this is the Council’s migration to Microsoft Office 365; cloud-based email, unified communication and collaboration (UC&C), storage and security services.

## New Digital Platforms for Customer Services

Core to enabling the Customer Service Strategy and the Digital Customer ambition delivery is the provision of new CRM & eForms and enhanced Contact Centre platforms, both will be cloud hosted. The CRM & eForms platform will support both facilitated and self-service transactions. It will support provision of a “My Barrow” portal providing residents and business with secure, personalised access to their relevant Council online services. It will support integration with GOV.UK messaging services such as Notify. The existing Mitel telephone Contact Centre platform will be upgraded to the current generation product and migrated to the vendor’s cloud, providing improved telephone handing capability and capacity. Capabilities to manage webchat and social media based customer transactions will be introduced as and when the Customer Services are ready to offer these as fulfilment channels. There may be a limited life of these solutions due to the transition to the new UA. To attain the expected value, rapid implementation will be a key requirement. To support this, these solutions will be based on configuration and not coding, bespoke development will not be required. Where possible pre-built forms and service templates will be used or applications such as the Council Tax and Benefits system iWorld which have the resident’s self-service modules may be activated and integrated with “My Barrow” portal to provide a single gateway service. This approach will also limit the need for specialist IT resource as most of the configuration activity will be within the ability of business subject matter experts within service areas or can be provided by the application vendors.

## Digital Hybrid Workplace

Hybrid working to be effective requires the adoption of a digital enabled workstyle, which in turn requires the enabling ICT technology and services to support it. Specifically, these are:

* Mobile Centric End User Device (EUD) approach combined with the Microsoft M365 product set (Office 365, Enterprise Mobility & Security, Windows 10)
* Process Automation and Self-Service
* Improved Business Intelligence and Analytics

### Mobile Centric End User Device (EUD) approach combined with the Microsoft M365 product set deployment

The existing thin client and Citrix virtual desktop is being replaced with a Windows based laptop/hybrid tablet “Fat Client” solution for most ICT users. The Citrix environment will be reconfigured to provide a seamless presentation delivery of “line of business” applications on laptops. A major benefit of this approach is it provides end user devices capable of supporting modern applications and providing the ability to work from any location, both on and offline. Within the larger Council offices, docking hubs will be used to provide connectivity for laptops (providing monitor, keyboard/mouse, wired network) combined with Wi-Fi coverage, creating a wired with wireless overlay connectivity model.

Office 365 applications will provide the backbone of communication, collaboration and storage services. All staff and members email accounts will have been migrated to Office 365 (Exchange online) by the end of 2021. Teams conferencing and chat services have been deployed to staff, with the rest of the Teams collaboration suite deployment aligned with the Windows laptop/hybrid tablet deployment. The current internal Mitel IP telephony system will be replaced with Teams telephony. This will provide staff and members access to the internal corporate telephone service from any location using a Teams enabled device. The upgraded Mitel Contact Centre platform will be integrated with Teams telephony, providing improved resilience and availability for Customer Services.

OneDrive and SharePoint online cloud storage service will replace personal home drives and departmental shared drives. This will provide improved file and documents life cycle and access management, including secure access for external partners.

The existing Mobile Device Management (MDM) system for smartphones and tablets will be replaced with Intune MDM and Mobile Application Management (MAM). This will allow secure presentation of core corporate applications, including Teams telephony on corporate devices and personal devices (e.g. Bring Your Own Device).

SharePoint online combined with Yammer will be implemented to augment the Intranet, providing improve content management facilities and interactive content engagement.

### Process Automation and Self-Service

The pandemic highlighted the high dependency on manual handling with numerous processes across the Council. Ideally these would be all replaced by digital processes, supported by fully integrated systems. This will not be achievable within the life of this strategy; however, the gap can be significantly closed through the following approach:

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| * Self-service enablement
 | : | The implementation of self-service modules for existing applications e.g. Housing Benefits applications, HR processes (leave application, sickness management etc.)  |
| * Process automation
 | : | The use of integration tools such as low code/ no code development environments, robotic process automation (RPA), artificial intelligence (AI) and virtual agents (VA). They provide ability to quickly produce new applications specific to business needs, the integration of siloed systems and applications (including the replication of manual operational activity), automated workflow and automation of repetitive tasks. Within the Microsoft Office 365 suite, the Power Apps and Power Automate products provide access to these RPA, AI, VA, development and automation capabilities. |

### Improved Analytics and Business Intelligence

The ability to combine data from multiple sources and present it in immersive dashboards to provide actionable information can help executives, managers and workers make informed service decisions. It helps connections to be made and new insights to be generated that can drive innovation and improvement in services. The current Business Intelligence tools in use are either based on the inbuilt reporting tool of an application or use SQL Server Reporting Services (SSRS) to extract data from databases. Typically, these do not easily facilitate the visualization of data or allow interactive querying. Data Analytics and Business Intelligence visualisation tools can bridge this gap. Microsoft PowerBI is the market leading platform1 providing these data visualisation capabilities. The product integrates tightly with the Office 365 environment. We will run a pilot in late 2021 with the aim to offer it to service areas during spring 2022 to enable improved service analytics.

Note 1Based on IT industry consultancy Gartner’s Magic Quadrant f**or** Data Analytics and Business Intelligence Tools 2021.

## Security and Resilience

Continual attainment of the Council’s Public Sector Network (PSN) accreditation is required to enable secure data transfer of sensitive information with other Government bodies. The process of accreditation requires compliance to a Code of Connection, this being validated by independent an external IT Health Check Audit. It is the aim of the Council to ensure that this accreditation is maintained up to the vesting date of the new UA.

Secure and compliant infrastructure combined with effective management systems and policies are core to providing a secure environment and to allow the Council to meet its confidentiality, integrity, and accessibility obligations for the data it holds and manages e.g., General Data Protection Regulation (GDPR) and Payment Card Industry Data Security Standard (PCI DSS) compliance. Continually evolving cyber security threats and the move to remote working require constant improvements to our security architecture. We will continue to develop the “defence in depth” approach for protecting of the core network infrastructure and services using multiple best of breed security systems. This will be combined with a “zero trust” model for a mobile end user device estate, utilising the tools available with our Microsoft Office 365, Enterprise Mobility & Securityand Windows 10 enterprise product sets. An example is the migration to Teams based telephony, this will include the replacement of the legacy ISDN circuit with a SIP based trunking and circuit solution for access to the public telephone network (PSTN). It provides improved disaster recovery capabilities and easier reconfiguration to respond to business change.

Technology based security solutions can only go so far in providing protection to the Council. Threats using techniques such as social engineering (criminals manipulating people so they give up confidential information) are only addressed through individual’s awareness on how to spot these and the required action to take. To address this, we have mandatory security and data protection awareness training for all new staff, combined with regular refresh and update training for existing staff and members.

The move to cloud-based provision for the Council’s core ICT services (email, telephony and file storage) along with specific line of business systems, when combined with laptops replacing fixed workstations for end user device provision, improve the resilience of the overall ICT service provision (improved access and availability, increased capacity).

## IT Service Management Improvement

The shift to remote working highlighted the limitations of the IT Service Management (ITSM) tools in use, requiring the replacement of the Service Desk system and the introduction of new facilities such as remote assist. The new Service Desk system is a cloud-based solution, allowing support and service requests to be raised from any location and on any device. It will enable improvements in incident management and service request management processes, with particular focus on performance reporting.

Improvements will be made to the configuration and asset management processes, and a basic architecture management process will be established and the development of an architecture roadmap.

## Introduction of Agile Methods

The expression “Agile” has multiple meanings depending on the audience. In the context of digital and ICT solution delivery, it fundamentally focuses on the development and delivery of a solution incrementally that provides business defined value. A traditional project management approach for the delivery of a new solution can require significant time and effort invested upfront in the design before any value is delivered and only to find later down the line find requirements have changed, significantly impacting on time and cost. The use of Agile methods helps address this as they focus on the incremental delivery of value; prioritisation of delivery based on business value, tight ongoing collaboration between the business and technical teams with constant feedback. They aim to support the following core principles:

* + Focus on user needs
	+ Deliver iteratively
	+ Keep improving how your team works
	+ Fail fast and learn quickly
	+ Keep planning

With the requirement to increase customer focused online services, in line with the Customer Service Strategy, pitted against the timeframe constraint due to the UA transition, focus will be on delivering those online services which deliver the greatest value. To facilitate this, we will introduce agile delivery practices as outlined in the GOV.UK Service Manual to help the customer online services development team in their delivery. Refer to Appendix 2 for outline of the specific agile delivery practices that will be introduced. Note these do not replace the Council’s project management governance processes, rather they augment them in the delivery of digital based services.

# Appendix 1 – Action Plan Timeline



# Appendix 2 – Agile Practices

Agile started out as an alternative approach to software development but is now applied more widely to running other types of projects and products. The principles behind agile are set out in the Agile Manifesto (2001).

Agile can be very different for people used to traditional waterfall approach for project delivery of Digital and IT solutions. With waterfall approach the process is sequential. It starts by gathering requirements, making plans and going through procurement processes. Then the solution is designed and built. In the final stage is to test and then released. It’s only at this end stage that you get feedback and find out if it works for your users. You only have one chance to get each part of the project right, because you do not return to earlier stages.

Agile takes a different approach. You do all these things - gathering requirements, planning, designing, building and testing - at the same time. You start small in the discovery and alpha phases.

You research, prototype, test and learn about your users’ needs before you start building the real service in the beta phase.

You only go live when you have enough feedback to show your service works for your users and meets their needs. You continuously learn and improve to build a service that meets user needs.

**Core principles of Agile**

There are different Agile practices but all must follow the following core principles:

* Focus on user needs
* Deliver iteratively
* Keep improving how teams work
* Fail fast and learn quickly
* Keep planning

**Focus on user needs**

Agile is about constantly putting users first. Their needs must be prioritised over everyone else’s, including those of senior stakeholders.

Deliver iteratively; deliver incrementally and frequently, with feedback provided as quickly as possible.

**Keep improving how teams works**

Enable and encourage teams to keep improving the way they work. Improve team communication through the use of daily stand-ups and regular retrospectives. Find out what’s not working and what needs to be improved and then fix.

**Fail fast and learn quickly**

Agile techniques do not guarantee success but they do allow problems to be spotted early and resolve quickly. Major issues or failures can be prevented from happing by regularly producing and testing small features, preventing the creation of a ‘too-big-to-fail’ service or system that shouldn’t be released, but must be released anyway.

**Keep planning**

In agile, project planning is continuous. Plans are collectively produced and reviewed, based on progress and the acquirement of any new facts and requirements.

**Methods**

The 3 most popular agile methods are:

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| * Scrum
 | : | Scrum is the most commonly used agile method. It is a lightweight framework utilising an incremental timebox (termed sprint) approach. It is based on the following steps:* A Product Owner (business lead) orders the work for a complex problem into a Product Backlog.
* The Scrum Team turns a selection of the work into an Increment of value during a Sprint
* The Scrum Team and its stakeholders inspect the results and adjust for the next Sprint
* The three steps are repeated
 |
| * Kanban
 | : | Kanban as a development method was inspired by production systems that focus on reducing waste and improving quality, like those created by Toyota. Kanban is a way of visualising and improving your current working practices so that work flows through a system quickly. |
| * Lean
 | : | Lean software development, like Kanban, is adapted from lean manufacturing principles like the Toyota Production System. The principles of Lean aim to help project teams focus on:* Reducing waste
* Delivering quickly
* Learning and improving
* Using evidence and data to make decisions
 |

Agile tools and techniques

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| * Daily stand-up
 | : | The stand-up is a short daily meeting for the team to discuss what they’re working on and whether there are any problems or dependencies they need to resolve (for example, needing help from someone else). |
| * Sprint planning meetings
 | : | Sprint planning meetings are a feature of Scrum. They are held at the start of each sprint. At a sprint planning meeting, decision is made on what to work on next and how it will be done. The length of the meeting will depend on how long the sprint is. |
| * Team review (show and tell)
 | : | The team review is a regular meeting which gives team members the opportunity to demonstrate their work. It can be called a sprint review or a show and tell. Stakeholders can attend to see what work has been done. |
| * Retrospective meetings
 | : | These are regular meetings where a whole team talks about what’s going well and what is not. The meeting is usually held at the end of an iteration (e.g. sprint).  |
| * User stories
 | : | User stories are a way to briefly record the things you need to do to build a solution.  |
| * The backlog
 | : | The product backlog is the list of user stories which have been prioritised by the Product Owner. |
| * Team walls
 | : | These are physical and/or virtual display walls which is a visual record of what has been done, what is currently in flight and what work is still to do. |

# Glossary

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| --- | --- | --- |
| Artificial Intelligence | : | Artificial intelligence or AI leverages computers and machines to mimic the problem-solving and decision-making capabilities of the human mind. |
| Cloud Services | : | Cloud services or Cloud computing are terms for the delivery of IT Technology services based on a service utility model, e.g. shared and without the need for direct active management by the service consumer. |
| Digital Hybrid Workstyle | : | The practice of working part week in the office and the rest in a different location e.g. from home. This is facilitated by the use of digital services to remove physical constraints, e.g. the use of virtual web meetings in place of physical face to face meetings. |
| Full fibre to premises | : | Fibre optic cable connectivity to resident or business premises, providing significant improvement in broadband speed compared with the traditional copper cable based connectivity. |
| Enterprise Mobility & Security | : | The collective product name of the Microsoft security product set under the overarching M365 product banner. |
| GDPR | : | General Data Protection Regulation, it is the regulation in EU law on data protection and privacy in the European Union (EU) and the European Economic Area (EEA). It also addresses the transfer of personal data outside the EU and EEA areas. |
| GitHub | : | GitHub is a website and cloud-based service that helps developers store and manage their code, as well as track and control changes to their code. Core to it was the principle of Git, a distributed version control system, which means that the entire codebase and history is available on every developer’s computer. |
| Internet of Things | : | Internet of Things or IoT is a system of interrelated computing devices, mechanical and digital machines that are interconnected via the internet, enabling them to send and receive data without human interaction. |
| IT Service Management  | : | The management practices for the delivery of IT services within an organisation.  |
| Mobile Device Management and Mobile Application Management  | : | Mobile Device Management or MDM is the security management system for mobile devices such as smartphones and tablets. Typically applied to corporately provided devices, it has the ability to fully manage the device including full remote wipe/reset of device in the event of loss or theft.Mobile Application Management MAM is similar to MDM but for personal supplied devices. It allows the secure presentation of corporate applications of the device and allows the remote wipe/removal of these applications without affecting the rest of the device. |
| Microsoft M365 | : | The overarching product name for the Office 365, Enterprise Mobility & Security and Windows 10 collective licenses. |
| Office 365 | : | The Microsoft cloud office and productivity suite. It includes email, storage (OneDrive and SharePoint), unified communications and collaboration (Teams), application development (Power Apps and Power Automate) and enterprise social networking (Yammer), as well as the traditional office desktop suite (Word, Excel, PowerPoint, Outlook). |
| Power Apps | : | The “low code/no code” cloud application development environment within Office 365. It is based on a configuration approach rather than coding, therefore removing the need for specialist programming skills to create applications. |
| Power Automate | : | The cloud workflow service which is available within Office 365. |
| Power BI | : | Microsoft cloud base business intelligence and analytics product. |
| PSN | : | Public Services Network. It is an assured network over which public sector bodies can safely share services. |
| Robotic Process Automation  | : | Robotic Process Automation or RPA is a software technology that makes it easy to build, deploy, and manage software robots that emulate human actions interacting with IT systems and software. RPA tools are included in the Office 365 suite. |
| SIP based trunking | : | A connection to the public telephone network that uses Internet Protocol (IP) rather than the legacy ISDN technology. Lower cost and improved resilience. |
| Unified Communications and Collaboration | : | Unified Communications and Collaboration or (UC&C) is the unification of real time communication services (telephony, instant messaging, web chat, video conferencing) and collaboration services (web meetings, white boards, multi-user document editing). |
| Virtual Agents | : | Is a specialised AI software agent that interacts with a human being, e.g. a chatbot service.  |