
ARGYLL AND BUTE COUNCIL

POLICY & RESOURCES COMMITTEE

CUSTOMER SUPPORT SERVICES

10 December 20E

4.3 Our goals as a truly digital by default authority are to:

- make services more efficient through the adoption of new ways of working enabled by technology;
- put services online and encourage all of our people and customers to use them by default;
- work in real-time - with systems available 24/7;
- be automated - with minimal manual processing;
- be intelligent and pre-emptive of the next steps and future trends;
- be secure and accessible anytime.

4.4 The draft strategy sets out the overall objectives for a digital by default council and identifies what we will do to achieve them. It was developed with input from all departments and approved by the ICT Steering Board and Departmental Management Teams. It contains a high level action plan but detailed actions and measures will be incorporated into and monitored via annual ICT service plans.

4.5 It should be noted that many of the planned actions are dependent on business case justification. If the business cases do not show a positive return, then these actions will be dropped at that point. Where a positive return is demonstrated, then the savings will be needed to fund the investment. (22/22)

