**Prevention – issues/challenges**
‘Fall out’ from poor info – never again
- Give customers control of info
- Audit what data is held and prevent repetition
- Staying on top of data

Delays in implementing ICT solutions
- They often over-promise
- Issues often repeated
- Causes issues relating to internal customers
- Struggle to record ‘issues learned’

We end up inviting criticism by not being able to plan and learn

Is business info significant enough in planning?

In trying to protect data (data sharing), customer perception is less concerned than we plan for.

**Prevention – solutions**
Should this be technology driven?

Do we measure success of solutions?

Be customer first – build solutions around need
- Use data to support understanding need
- Can data be ‘proactive’?

There is a change – when business info systems are being planned, info managers are being consulted
- But this is inconsistent, not the norm

Still questions of accountability
- Managing quality is as key as managing volume
- Tech is an enabler, not the complete solution
- Can public sector work together to shape solutions?

Predictive data and big data analysis
- How do we keep up?
People – issues/challenges
ECM/EDRM implementation
- Paper to electronic
- Change management for people
- Focus on end user

Why introduce EDRMS? Does that help people?

Communication and engagement

Approach

Act locally-think globally

Balance-corporate, legislation, people (input, end user)

Impact of change

Understanding of records/info management

Culture

Support for people/colleagues

People – solutions
Get buy-in from users at the beginning to help shape solution-investment from users

Local change solutions
- Representing issues and concerns
- Network of local change managers (easier to ask questions)

Communication
- Empowering people
- Feedback (2 way) and transparency

Learning lessons

Support

Spend to save

Awareness of responsibilities

Technical preservation-redundant systems

Leadership
- Conversations and telling stories
- Nurturing relationships
- Engaging people
- Understanding organisational culture
**Performance – issues/challenges**
How well do we use info to spot cultural change?

‘Area boards’ to help community engagement

Data analytics

Know Your Customer
- Providing a ‘service’
- Targetting – offer personalised experience
- But too many silos?

2 levels of message

Where does risk feature?

Issues with visibility/accessibility

**Performance – solutions**
Transformation using data

Know your council

Unified use of data

Find a story that works for you

Strategic planning connected to the operational level

Highlight existing good performance
**Place – issues/challenges**
Responsibilities out into the community

Many projects and initiatives happening

Partnerships for delivery and change

Effective info central to this

Innovative software and platforms
  - epims
  - data analytics
  - common format info

Frameworks for info sharing
  - Collaborative projects

Big open data on separate systems

Single or national?
  - Set a national agenda

Budgets are radically reduced

**Place – solutions**
Engagement at all levels

Managing change and acceptance

Empowering people

Research and learning from elsewhere

Challenge
  - Selling the message
  - Keeping momentum up
  - Changes imposed
**Integrated solutions**

What is workable?

Solutions begin with understanding the need and not working in silos
  - Silos within and outwith organisations

Plan for the long term
  - Appreciate the speed of tech development

Plan with clarity of purpose

Plan to collaborate

Simplify

De-couple systems and data
  - Plan for data migration/mobility

Don’t over-complicate the task
Moving responsibilities out into the community
Local centres and halls

Green space
Locality planning
Community mapping
Community asset transfers
Community budgeting
Remove internal silos
Overview co-operation with other organisations/services