

Digital & IT Strategy Progress June 2025

Summary

This document presents a progress report on the Digital & IT Strategy 2023-27, outlining both completed initiatives and ongoing projects aimed at improving technology support and security measures as of June 2025.

- **Secure Cloud Backup Solution:** An immutable backup solution has been procured to minimise business impact during major outages, ensuring timely restoration of critical systems.
- **MFD Printer Reduction:** The number of MFD printers has been reduced from 13 to 6, leading to cost savings and reduced environmental impact.
- **Cloud Environment Optimisation:** A refactoring of the TMBC cloud environment has been completed to ensure efficiency and value for money.
- **Enhanced Microsoft Licences:** E5 Licences were acquired to improve security and reduce costs for Power BI licenses, enabling advanced analytics reporting. ⁴
- **Cyber Awareness Training:** Matobo Cyber Ninja training has been deployed to equip staff with knowledge to protect against cyber threats. ⁵
- **Deployment of Defender for Endpoint:** Advanced security software has been implemented to prevent malicious software and secure data. ⁶
- **AI-Based Security Investigation:** A gap analysis against the Cyber Assessment Framework is underway to assess AI-based security solutions. ⁷
- **Data Loss Prevention Compliance:** Microsoft Purview has been enabled to enhance data protection and identify personal identifiable information effectively. ⁸
- **Monitoring and AI Analytics:** Automated alerts have been created for the Anywhere 365 Contact Centre to improve public services during high demand.
- **Customer Services Migration:** Council services are being streamlined to have Customer Services as the first point of contact, improving resident experience

2023/2024

Tech Support

Secure Cloud Backup Solution – Complete

- Immutable backup solution procured to minimise business impact by restoring critical systems in a timely manner to enable continuation of services for staff and residents after major outages including cyber incidents

MFD Printer re-procurement and reduction – Complete

- Reduction from 13 to 6 MFD's resulting in a cost saving and lower environmental impact

Refactoring of Cloud environment – Complete

- Assessment and optimisation of the TMBC cloud environment to ensure value for money, whilst sustaining system efficiency and optimisation

Enhanced Microsoft Licences to further secure and protect TMBC – Complete

- E5 Licences procured to enable access to advanced security integrations for enhanced security protection and a reduced cost for Power BI licences giving TMBC access to proactive analytics reporting

New cyber awareness training e-Learning – Complete

- Procurement and deployment of Matobo Cyber Ninja training to equip staff and members with the cyber awareness knowledge and tools to better protect TMBC from Cyber threats

Defender for Endpoint to enhance Laptops and server security – Complete

- Deployment of advanced security software to help prevent malicious software being installed or downloaded securing Council and residents' data. This is part of the E5 licence and has produced a cost saving

Enabling digital skillsets for staff through partnerships working with Microsoft and security specialists – Complete

- Access to Online Microsoft 365 training resources has been made available to staff to improve their digital skills enhancing their knowledge and productivity

Investigation of AI based security solution to enable rapid cyber protection – Complete

- AI based solutions investigated and a gap analysis of the TMBC environment is being conducted against the Cyber Assessment Framework (CAF) to focus requirements to give value for money and meet the specific needs of TMBC

Assessing solutions for cost savings by refactoring – Complete

- Assessing solutions against current environment have provided little cost saving insights over what is currently being achieved. A proof of concept is

being undertaken to see if there is any value in refactoring solutions for the cloud environment

Compliance solution to enhance data loss prevention – Complete

- Microsoft Purview enabled and used to enhance and protect the cloud data files used by staff and residents. This is part of the E5 licence and has produced a cost saving enabling IT services to identify Personal Identifiable information (PII) and GDPR data within documents effectively

Monitoring and AI analytics to improve resource allocation to public facing and high demand systems – Complete

- Creation of automated alerts and responses for Anywhere 365 Contact Centre management system to improve public services enabling proactive remediation when services are under pressure

Internal Phishing simulations for Cyber Awareness – Complete

- Simulations are part of the E5 licence and has produced a cost saving as well as giving real world scenarios to train staff and members to keep their cyber awareness and vigilance to minimise cyber risk to the organisation

Investigation of solutions for Zero Trust Architecture – Complete

- Solutions for Zero Trust Architecture are cost prohibitive involving exhaustive administration overheads. To start to achieve the same outcome, we are moving to Wi-Fi first infrastructure using our current remote access solution, Global Protect

Assessing physical data centre security requirements - Complete

- The Gibson building data centre security has been assessed in line with the annual IT health check to enable a secure and monitored environment

Development & Application Support

Further adoption of Power BI for enhanced analytics and reporting - Ongoing

- Dashboards/reports created for Built Environment, Waste Services, Complaints management and IT Services to improve decision making. Visualisations make it easier to identify trends, patterns and anomalies. Further development is in the pipeline.
- Planning Enforcement dashboards now available for Council Members *
- Further development required as part of the 'Revert to IDOX' project (June to Dec 25) *

New cloud Environmental, Planning, and Housing system (Agile) – Cancelled

- Browser based APAS SaaS solution now implemented for Built Environment, GIS, SNN with Client Portals available to provide self-serve options thereby reducing demand on back-office staff and removing need for installation and hardware costs.

- **Public protection and Licencing in progress – Cancelled ***
- The Agile contract concluded on March 25 following the Council's decision to revert to IDOX. A 5-year contract with IDOX was negotiated, along with a 6-month extension with Agile to maintain business as usual during the transition period. *

Mobile working solutions for internal and external use – on going

- Mobile solution implemented for Housing Temporary Accommodation property inspections, generating inspection visits.
- Mobile solution for Licensing Taxi Drivers started. The first process review session scheduled for 03/06/25 to plan the integration of technology solutions and mobile working solutions to streamline operations and reduce manual tasks. *
- Due to other competing priorities, further development will be rescheduled for coming year.

Enable business accounts on Jadu CMS – in progress

- The SinglePoint extension, a pre-requirement for MyBusiness Accounts, is now in place - which integrates data from the National Land and Property Gazetteer (NLPG), previously restricted to LLPG (Local Gazetteer). This integration allows for customers outside the borough to register improving self-service and reduces manual intervention. *

2024/2025

Tech Support

Security Centre vulnerability management for Endpoints – Ongoing

- This has been enabled as part of the E5 licence and has produced a cost saving
- Investigating a further continuous vulnerability management solution to assess, alert and help with mitigating new threats
- Sem-automation of tickets logged from SureCloud to enable faster mitigation of threats,

AI based security solution to enable rapid cyber protection – In progress

- Currently a gap analysis of the TMBC environment is being conducted against the Cyber Assessment Framework (CAF) to focus requirements to give value for money and meet the specific needs of TMBC.
- Analysis complete and business case submitted to Head of IT for Incident response and Security Operations Centre to meet this requirement.

Endpoint management to further reduce and remediate security vulnerabilities – Complete

- All laptops are being managed within Microsoft Intune part of the E5 licence to improve efficiency for staff, enhance security and enable remote and automatic remediation and isolation of laptops if a threat occurs.

Migration of all Files to SharePoint – Ongoing

- Plan to be created to transfer all department files stored on the H: and I: drives to SharePoint or Azure Files and retention policies for data need to be agreed. Each department will need to take ownership and identify the relevant data that is required by the business before migration

Cyber Essentials certification submission – Complete

- Cyber Essentials certification completed in May 2024

PCI DSS submission – Completed

- Submission taking place in September 2024 – Submission completed

Automatic onboarding of TMBC devices – Deferred

- Automatic onboarding with Microsoft Autopilot has been investigated due to some dependencies within the user management administration system it is not possible until major infrastructure changes are made.

Automation of scaling of internal and external systems – Deferred

- Automation of scaling has been investigated but due to the cost saving measures put in place within the Cloud environment scaling is not possible until further infrastructure changes are made.

Centralising communication to the customer Services – In progress

- Council services are being migrated to have Customer Services as the first point of contact streamlining resident experience. The services migrated include Council Tax, Benefits, Elections, Licensing, and Planning, with other services to follow

AI webbot and call handling to answer the most common inquiries and improved sign posting to online resources and forms – Complete

- AI Chatbots is live and can deal with customer inquiries where possible helping to improve efficiency and reducing resolution time for residents.

Development & Application Support

Architecture investigation and best practice for central reporting source - complete

- Investigation completed and decision made to adopt Power BI as the primary central reporting tool

Converting physical media to digital formats (Transformation) – in progress

- Backlog scanning phase 1 is expected to be completed on 16 Sept 24 with over 3 million records digitised for building control, finance, property services and planning

- Backlog scanning is now complete for all services and available online. Documents not able to be scanned have been returned to TMBC – completed May 2025 *
- Next step is to load documents to our Corporate DMS with its improved searching capabilities and data retention and disposal tools – in progress *
- Further paper records to be digitised as part of the Gibson Building Refurbishment project

Automated communication and status updates during the processing of customer inquiries – in progress

- Eforms for waste services and customer complaints implemented using Jadu Connect case management system with integration to 3rd party back-office systems, automating case status updates to improve customer experience and case management – complete*
- Continued incremental enhancements for Waste Services, Customer complaints plus other services – in progress *

Provide business event information to the businesses registered on the website – in progress

- Dependent on the provision of a Business MyAccount using a national address dataset
- National address dataset now in place *

Automated proactive communication to residents - complete

- Notification of Events, change of service collections, interruptions by Mobile app, SMS, email, website and user accounts.
- For any significant news or service issues Media & Comms team send a push notification via One Signal.
- Email and SMS generated communications are in place for Housing, Electoral Services and Garden Waste services via Gov.UK notifications services. *

User customisable relevant information within user account's – in progress

- Single Sign on enabled for Revenues and Benefits and Agile portals giving customers access to services using their MyAccount user credentials.
- Adding widgets for example Waste services will be added to further extend the customer experience
- Additional portals poised to be added end November once address search extended to include NLPG – delayed. New development required following the decision to revert to IDOX in March 25 *

Integrate web chat with council forms – on going

- Chat bots are currently undergoing testing by Customer Services. Once completed integration with eforms will take place. *
- In April 25, an AI bot was integrated into the waste services web chat, significantly reducing the necessity for an advisor to support web chat for

waste services. The integration has been successful due to the effective automation of Waste online forms on the website. *

Scanning all incoming post and distribute to the staff electronically – in progress

- Print room staff are scheduled to be trained on corporate document management system (Information@Work) by Revenue and Benefit Services to pilot the Digital post room concept.
- Live upgrade of NEC DM scheduled 6-9 June 25 - in progress *
- Configuration and training sessions expected from June/July 25 – in progress *

Enable centralised outgoing post printing and enveloping – on going

- Barcodes added to Revenues and Benefits print to automate folding and enveloping.
- All outgoing printed media will be reviewed and streamlined accordingly – on-going*

Provide proactive communication for businesses

- Pending Business MyAccount and national address dataset – (communication)

Analysis and reports to enable officers to plan and monitor performance – on going

- Various Power BI reports developed for Planning Services and IT services to monitor case load
- To be extended to other services and directorates in due course including Waste services (expected July 25) *
- IDOX Enterprise for Uniform will be implemented June-Sept 25 for Built Environment and Public Protection, providing tools to monitor performance of individuals and the wider authority, with workflow aids and real-time visuals of tasks. *

AI Automation for Planning – in progress

- AI Validator installation is pending configuration to fully automate the planning validation process, aiming to improve accuracy and efficiency. This task is on hold pending the re-installation and data migration to IDOX Uniform (June-Sept 25). *

Predictive analysis and reports for the directors, managers and services – in progress

- Power BI dashboards are being utilised by Customer Services to analyse trends and predict demands. *
- To be extended to other services and directorates in due course.

2025/2026

Development & Application Support

Enable online booking for all events and appointments for the residents – in progress

- Online booking for Mayor events with MS Outlook/Office365 integration with business for UAT testing before deployment – expected July 25. *
- Open events booking and Castle booking forms with MS Outlook in progress - expected July 25 *
- ~~Migration started ahead of Road Map, as current solution uses Ebase.~~

Provide automated reminders and ability to reschedule appointments

- Self-build and Garden Waste renewals processes in place which generate automated reminders to customers to renew subscriptions.
- Extension to Bulky Waste to allow for amendment of appointments – in progress
- To be extended to all event booking forms – on going.

Implement data retention rules

- Data retention rules already in place for Revenues and Benefits. *
- Data retention rules added to all Waste online Jadu forms with scripts to automatically delete sensitive data that exceeds the retention time. *
- This is an ongoing task for all future development – on going *
- Training to be provided to new Corporate DMS users from mid-2025 *

2026/2027

Development & Application Support

Case Management – Digitisation of Case Handling – on going

- Move all customer inquiries and processes to the Case Management system – ongoing *
- Convert all internal forms from PDF to Internal forms hub. Development focused on Converting all HR forms with Power Automate and SharePoint – on going *