ICT Services Customer Engagement Plan (2019-2020)

"Building A Digital Culture in Carmarthenshire"

Cyngor **Sir Gâr**
Carmarthenshire
County Council

ICT Services are passionate about quality engagement. As a service, we are committed to engaging with our customers as frequently and effectively as possible, in line with our divisional purpose:

"Engage with and understand our customers to help them deliver effective services"

With this commitment in mind, ICT Services' Customer Engagement Plan (2019-20) sets out the division's approach to engagement with the Authority's Councillors, Officers, Schools and External Partner Organisations for the financial year 2019-20.

Throughout 2019-20 we will engage with our customers via several channels, these include:

• Digital Transformation Seminars (For Officers, Members & Schools)

• DMT Attendance and Senior One-to-Ones

• Attendance, Support and Demonstrations at Departmental Events

• Floor Walking

• Members Drop-In Sessions

• Clear Communication via Available Communication Channels

• Engagement with our Schools

• Engagement with External Partner Organisations

Digital Transformation Seminars (For Officers, Members & Schools)

Digital Transformation events give our customers the opportunity to find out what work is currently being undertaken in ICT Services and to learn about exciting projects that we have planned for the future.

Many of our external ICT partners are present at these events. They deliver demonstrations on cutting edge digital technologies; which have the potential to improve communication and productivity for internal staff, as well as enhance the services we provide the citizens of Carmarthenshire.

The below digital transformation events are currently being arranged. Specific details (including dates and venues) will be communicated soon:

• Corporate Digital Transformation Event (for Officers) – **21st November 2019**

• Members' Digital Transformation Event – **29th November 2019**

• Schools' Digital Transformation Event – **Quarter 3 2019**

DMT Attendance and Senior One-to-Ones

A member of ICT Services' Senior Management Team attends DMT meetings (on a six-monthly basis) for all departments. They provide information on current and planned ICT projects, and discuss future departmental needs.

ICT Services' senior managers also meet with all directors for one-to-one meetings, these meetings are held annually.

Attendance, Support and Demonstrations at Departmental Events

All departments have been made aware that we are now actively looking to support departmental events.

In addition to just providing IT support, we are there to:

- Answer IT related queries.
- Promote and demonstrate the latest IT products and technologies (e.g. The new Office 365 Applications).
- Deliver small digital workshops to build users' confidence in I.T. and help teams to deliver more efficient ways of working.

Some of the Departmental Events that we have attended and are planning to attend this year can be seen below:

- People Managers Event – Date and location TBC
- Communities Staff Engagement Event: 4th April – Parc Y Scarlets

Floor Walking

ICT Services regularly carry out floor walks around most of our corporate buildings. As part of the floor walking exercise, IT engineers engage with staff within a building to:

- Resolve any current IT issues.
- Answer any IT related queries or questions.
- Show and explain best practice.
- Demonstrate the latest IT applications and technologies (i.e. Skype for Business).
- Briefly train users on common/useful IT features (i.e. IT Self-Service, Software Center, the Council File Plan).

The below timetable shows the buildings that we plan to 'Floor Walk' over the next fourteen months.

- July 2019: Ty Parc yr Hun, Ammanford Town Hall & Old Library Ammanford
- Aug 2019: Parc Myrddin (Building 1, 2 & 4)

- Sep 2019: Parc Myrddin (Building 3 & 6)
- Oct 2019: PDS (Building 4 & 7)
- Nov 2019: PDS (Building 1 & 3)
- Dec 2019: PDS (Building 2)
- Jan 2020: PDS (Building 8) and Cilefwr Depot
- Feb 2020: East Gate
- Mar 2020: Ty Elwyn (Floor 2 & 3)
- Apr 2020: Ty Elwyn (Floor 4 & 5)
- May 2020: 3 Spilman
- Jun 2020: Trostre & Town Hall Llanelli
- July 2020: County Hall
- Aug 2020: Municipal Building Llandeilo & Glanaman Depot.

Elected Members' Drop-In Sessions

ICT Services run drop-in sessions for Members at every Full Council Meeting. These sessions give Members an opportunity to get on-going IT issues resolved and ask any IT related questions.

Clear Communication via Available Communication Channels

ICT Services strive to communicate clearly with our customers at all times. We use all available communication channels to inform corporate staff of issues that arise, changes we have made, or new technology we are introducing.

We have published the contact details of the most senior members within ICT Services on our 'Senior ICT Contacts' intranet page. This gives all staff the opportunity to contact the senior members of ICT Services directly, at any time.

Engagement with Schools

We work hard to ensure that customer care and engagement with schools, our Education department and Welsh Government is of the highest quality, some of the work carried out this year includes:

- Representing Carmarthenshire at the Welsh Educational Digital Standards group.
- Representing Carmarthenshire on the all Wales "Learning in a Digital Wales" executive board project group.

- Leading on all ICT related matters on the corporate Modernising Education project delivery board.

- 6 monthly technology development days for all secondary school ICT network managers.

- Attending quarterly meetings with all primary school's digital champions.

- 6 monthly meetings with secondary school's heads of curriculum for ICT.

- Attending quarterly primary schools head teacher meetings.

- Attending secondary head teacher school's meetings.

- Regular attendance at Education department management team meetings.

Engagement with External Partner Organisations

Over the past twelve months, we have been working closely with our external partner organisations, introducing technology that can help them to work more productively. We have recently agreed a new Service Level Agreement with these organisations, clearly mapping out our future relationship.

We engage with our external partner organisations through various channels:

- Regular on-site meetings.

- Direct email and phone contact.

- Calls logged to the IT Helpdesk.