

Request

- 1) What IT projects are planned to take place within the organization over the next 5 years and when? Please specifically include details of networking, telephony and communications.

Response

Projects are reviewed on a case by case basis and decisions made on alignment to transformational goals for the organisation or critical operational need.

We are currently out to market in an active procurement in regard to the future of our ICT Services and service transformation will be part of that process. In addition, at present we are reviewing PSTN future requirements given the standing down of this technology

Our 12 month plan finalised key business digital projects 2022/23

Planning Document Management Solution
Stores Automation

Opportunities around Workflow Automation

Online My Account & Bookings facility

Digital Identity Workplace

Registrars System

Childrens Social Care – Case Management Refresh and Review

Adults Social Care – review of performance data/case management

Review of Leisure solutions

HR Case Management & Processes review

Other areas to be reviewed on a case by case basis as needed.

- 2) What are the key parts of your Digital Transformation strategy for the next 3 years?

Link to the Digital Strategy is here and details the key parts until 2025 [Digital Strategy \(wigan.gov.uk\)](https://www.wigan.gov.uk/digital-strategy)

- 3) What adoption of Internet of Things and Smart Cities has been implemented?

Limited proof of concepts have taken place/ongoing for IOT within Adults Social Care and Winter Gritting & Footfall sensors

- 4) What adoption of Internet of Things or Smart Cities is being considered or planned?

Strategic reviews are planned to take place across the organisation over the next 12 months to explore the opportunities around this.

- 5) With more employees now working in a hybrid environment, what measures are in place to facilitate this securely?

This question was cancelled by the requester