



Belfast City Council

Digital Transformation in Local Government

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**Belfast
City Council**

A Changing City Council



Belfast City Council - Transformation

Investment Programme

Operating Models

Local Government Reform

- **Belfast Planning Service**
- **Extended Boundary**
- **Community Development**

Investment Programme



Over £340M- the amount the council will spend on capital projects in a decade


£100M- levered in from external sources for capital projects

9,700 - the number of construction jobs created

£105M - to transform leisure services over the next decade

Over £20M saved in efficiencies since 2006

**Managing change but including citizens and staff




The Belfast Conversation

**Your city,
your voice**

What do you love about Belfast?
How can we make our city better?
What's your vision for Belfast in 2030?

Share your views through our online survey or
tweet us @ belfastcc using #belfastconversation

Working in partnership  **Belfast
City Council**

Emerging Priorities

Business and economy

- Attract investment into Belfast
- Foster business growth in Belfast
- Strengthen business relationships
- Make it easy to do business with

Living here

- Improve the city living experience
- Improve neighbourhoods
- Improve community relations
- Reduce health inequalities
- Active and empowered citizens

Working and learning

- Address the educational inequalities
- Attract and retain skilled people
- Improve skills and employability

City development

- Attract tourists to Belfast
- Promote and position the city
- Key strategic projects and policies

We need ICT capabilities reflective of our ambitions

****Making digitisation work to find savings**

Run IT as efficiently as possible

Use IT to run the business more efficiently

ICT Costs

4%

of operational budget

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Digital Capabilities map to Key Public Sector Technology Trends



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Digital Workplace



**Making digitisation work for frontline staff

Digital Workplace

Technology based on role

Power User



“I need to have access to the relevant information and staff...I need to be able to make the right decisions, from where-ever I'm working”

Desk Worker



“I need reliable systems and tools so I can be productive at my desk, and easily collaborate with my co-workers when I need to”

Roaming



“I'm constantly on the move, and I'd be much more productive if I could search, access and update all the information while I'm out and about”

Task Based



“I rely heavily on specialist IT systems and tools at my main work location to get my job done”

Field Based



“Although my job is primarily about being out in the field doing physical tasks, it would be better if I could capture and share information more easily”

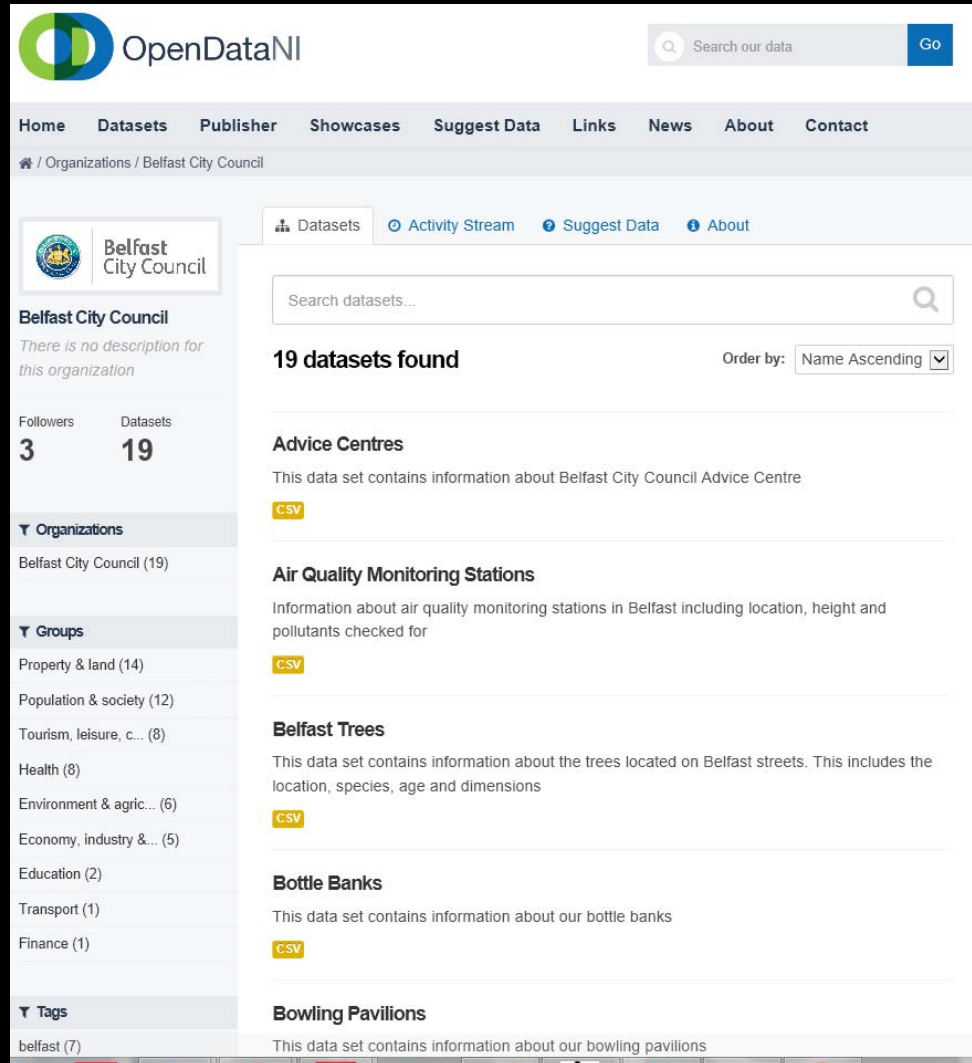
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Open Data



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Open Data



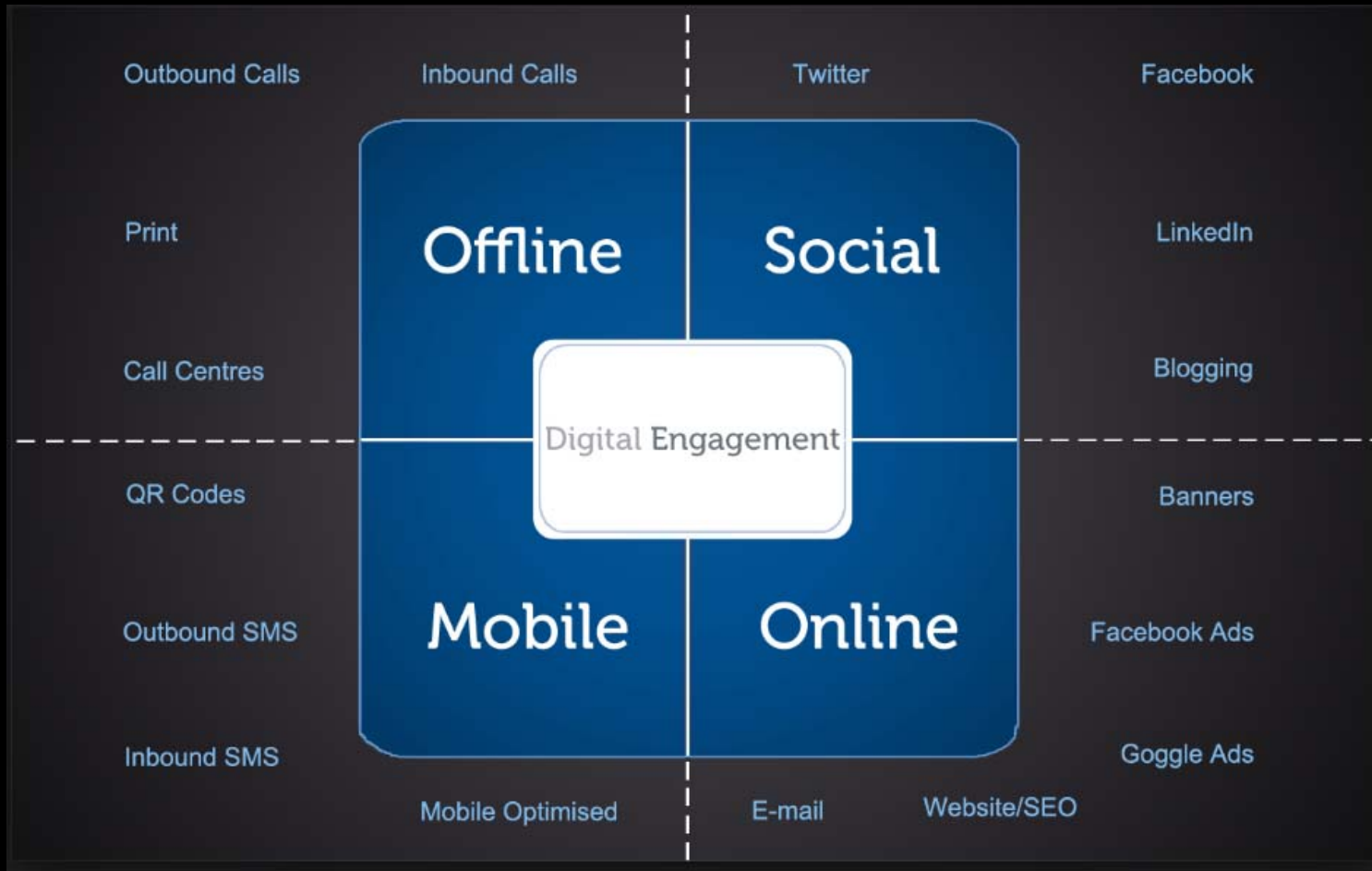
The screenshot shows the OpenDataNI website interface. At the top, there is a search bar with the text "Search our data" and a "Go" button. Below the search bar is a navigation menu with links for Home, Datasets, Publisher, Showcases, Suggest Data, Links, News, About, and Contact. The main content area is titled "Organizations / Belfast City Council" and features a search bar for datasets, a "19 datasets found" notification, and a list of datasets including "Advice Centres", "Air Quality Monitoring Stations", "Belfast Trees", "Bottle Banks", and "Bowling Pavilions". Each dataset entry includes a brief description and a "CSV" download button. On the left side, there is a sidebar with the Belfast City Council logo, a description, and statistics for followers (3) and datasets (19). Below this, there are sections for Organizations, Groups, and Tags.

Future Data Sets

Belfast WiFi locations
Waste/Recycling Stats
Rates Expenditure
Off Street Car Parking
Belfast Bikes
Planning Applications

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Multi-Channel Digital Engagement



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Connecting with citizens

social media





facebook twitter flickr YouTube



website



mobile



telephone



residents' magazine



email marketing and ezines



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Risk Based Security

Business ▶ Government

Lincolnshire council shuts down all IT after alleged 0-day breach

Medical records, addresses, dates of birth, and bank details all exposed according to insider



No IT for you, no IT for you, no more IT for any of you at Lincolnshire council

27 Jan 2016 at 12:37, Alexander J Martin



58



310

Southampton City Council slammed over breaches of sensitive personal data



Southampton City Council slammed over breaches of sensitive personal data

Data breach exposed as council launches new policy

Dumfries and Galloway Council unveiled its new data protection policy yesterday but a new data breach was reported shortly after

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You will be compromised!



Digital City

Smart City



Smart City Projects

Super-connected Broadband Project

- **World class digital infrastructure in place**
- **Support for local SME connectivity**
- **Free Belfast WiFi**

****Avoiding Social Exclusion**

Super connected communities

- 12 IT Hubs
- Digital skills training

Senior Citizens Pilot

- Visual technology and software packages
- Social engagement
- Technology facilitation



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Questions?



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