Business Digital Enablers

Version 0.2

Coventry City Council

Revision History

Date	Version	Description	Author
22/07/2019	0.1	Initial draft.	Gary Griffiths
06/08/2019	0.2	Format amended following feedback	Gary Griffiths

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1. **What are Business Digital Enablers?**

   Technology is an enabler of digital transformation. However, transformation, business change or service redesign cannot be delivered through technology alone. The strength of digital technologies stems from how they are integrated with people and processes, leading to business change.

   But given the speed of disruption in the digital marketplace, keeping pace with change and understanding how they can enable service transformation is difficult.

   This document looks at the current digital technologies available to business and service areas. It is intended as an enabler to structure strategic decisions with services on how to integrate these digital technologies in to their future service delivery models.

2. **Business Digital Enablers - Live**

   The following digital technologies are currently in use by services within Coventry City Council.

Digital Enabler	Description	Status
API driven architecture	Application Programming Interface (API) In basic terms, APIs just allow applications to communicate with one another.	Live (where offered by suppliers)
Cloud Adoption	"the cloud" is comprised of software and services residing and operating on the Internet instead of a local computer or on-premise network of servers. Cloud adoption is a strategy used to improve the scalability of Internet-based capabilities while reducing cost and risk.	Live (where offered by suppliers)
Data Analytics	Making sense of information for your business operation and making use of it to improve business outcomes.	Live through Data Warehouse*
Delve	Helps users find and discover pertinent information across integrated Microsoft products by pulling user content from	Live

	Microsoft Exchange, OneDrive for Business, SharePoint 2016 and Yammer.	
Power BI / Dashboarding S	Microsoft Power BI is a business intelligence platform that provides nontechnical business users with tools for aggregating, analysing, visualizing and sharing data.	Live
Software as a Service	Software as a service (SaaS) is a model for the distribution of software where customers access software over the Internet. In SaaS, a service provider hosts the application at its data centre and a customer accesses it via a standard web browser.	Live (where offered by suppliers)

Data Warehouse – a large store of data accumulated from a wide range of sources and used to produce meaningful business insights.

3. **Business Digital Enablers – In Pilot**
The following digital technologies are currently in pilot by ICT/services within Coventry City Council.

Digital Enabler	Description	Status
Chat Bots	A chatbot is an application of Artificial Intelligence. It is a computer program which conducts a conversation via auditory or textual methods. They are designed to simulate how a human would behave as a conversational partner, Chatbots are typically used for various practical purposes including customer service or FAQ's.	In pilot with ICT & Digital
Internet of Things	A network of devices connected to a platform, enabling collection and integration of data between devices through the internet. Includes terms such as Smart Home (Amazon Alexa, Google Home) and Smart Place (Air quality sensors, real time information displays) …	In pilot for Smart Place*

Smart Place is an urban area that uses internet of thing sensors to collect data and uses this to manage assets and resources efficiently.

4. Business Digital Enablers – Available

The following digital technologies are currently available but have not been piloted or implemented with a live service.

Digital Enabler	Description	Status
Microsoft Flow	Allows you to create automated workflows between your favourite apps and services to get notifications, synchronise files and collect data.	Available not live.
Microsoft Planner	Microsoft Planner is available on the Microsoft Office 365 platform. Planner enables users and teams to create plans, assemble and assign tasks, share files, communicate and collaborate with other users, and receive progress updates.	Available not live.
Microsoft Power Apps Platform	PowerApps enables business users to build new capabilities via apps, without requiring that they have code expertise.	Available not live.
Microsoft Shifts	Microsoft Teams offers a Shifts feature, which enables managers to create, update, and manage schedules, and lets employees post their availability, swap shifts, and request time off.	Available not live.
Microsoft Teams	Teams enables local and remote workers to collaborate on content in real time and near-real time across different devices, including laptops and mobile devices.	Available not live
Wi-Fi – Eduroam, GovWifi	Wi-Fi services that provide users easy and secure network access when visiting buildings other than their own. Eduroam is for participating higher and further education whilst GovWifi is for the public sector.	Available not live.

5. **Business Digital Enablers – Not Started**

The following digital technologies are available, but Coventry City Council has not invested in the required ICT & Digital technologies yet.

Digital Enabler	Description	Status
Artificial Intelligence (AI)	Technology that can work like people, or better, at certain tasks.	Not started
Augmented Reality	Technology that superimposes a computer-generated image on a user's view of the real world, usually through a screen.	Not started – being explored for WMP Heritage Trail
Azure Information Protection	Azure Information Protection (sometimes referred to as AIP) is a cloud-based solution that helps an organisation to classify and optionally, protect its documents and emails by applying labels.	Not started
Blockchain	Blockchain technology is a way of transferring data or records (blocks) in a very secure and transparent way.	Not started - being explored for carbon off-setting
Gov.UK Notify	If you work for central government, a local authority or the NHS, you can use GOV.UK Notify to keep your users updated. Notify makes it easy to create, customise and send emails and text messages.	Not started
Machine Learning	Machine learning is an application of AI and focuses on the development of computer programs that can access data and use it to learn for themselves.	Not started
Robotic Process Automation	A virtual workforce, that can be used to automate simple repetitive tasks. Like data entry copying from one system to another. Simple idea/way - If it takes less than 10minutes to explain to someone else how to do it, then it can be automated.	Not started
Virtual Reality	Virtual reality is an artificial environment that is created with software and hardware and presented to the user in such a way that the user interacts with it as a real environment.	Not started