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Executive Director of Property

Key Challenges

Systems

1. Multiple Software Systems
2. Departments implementing systems independently
3. Systems sitting in Silo's
4. Housing mgmt. systems with limitations

Information

1. Poor quality asset data
2. No Information on questions EMT were asking
3. Information difficult or time consuming to find

Resource

1. General IT skills gap
2. Small groups of people knowing how to use systems
3. Specialist IT skills gap
4. Vast amount of staff time spent compiling MI taking time away from valuable tasks

Investment

1. No dedicated budget to resolve these issues.
2. No Cost benefit analysis on current processes and potential improvements

Our Steps in digital transformation

Stage 1

Defining Value

1. Secure buy in from all SMT across business

2. Set clear ambitious targets

3. Secure budget

Stage 2

Launch and acceleration

4. Start with lighthouse projects

5. Appoint high calibre cross department launch team

6. Embrace and promote new agile ways of working

7. Nurture a digital culture

Stage 3

Scaling Up

8. Sequence initiatives for quick returns

9. Invest in capabilities

Lighthouse Project – Data Warehouse Analytics and Insights

Stage 1 – Key Deliverables

1. 30 Year Investment Planning
2. Repairs & Maintenance Planning
3. Financial – NPV Planning
4. Compliance Management
5. Customer Experience Insights

Stage 1 – Key Outcomes

1. Simple & Easy to use with little or no training
2. Live information from all business systems
3. Cloud based

Stage 2 – Key Deliverables

1. GIS of all environmental assets
2. IoT connectivity