

Digital Transformation Programme

Goals	Digital Transformation Projects	Year 1	Year 2	Year 3	Year 4	Year 5
Excellent Customer Service aligned with our Service standards	Swansea Account		→			
	Unified Communications & Telephony Strategy		→			
	Automation and Chatbots to improve first contact online for residents		→			
	Community Hub and City Centre Hub	→				
People Focused Digital Services	iRecruitment		→			
	Housing going paperless, changing ways of working and going agile		→			
	Parks Management System. Will transform frontline operations		→			
	Commercial Waste solution		→			
	Schools Admissions solutions that enables swift application process		→			
	Schools transport solution to support home-to-school route planning		→			
	Education Management Information System		→			
	Schools Management Information System		→			
	Assess expansion of Oracle Fusion to align schools workforce and budget planning with the Council				→	
	New digital solution for the payment of school uniform grant to parents	→				
	Schools' catering solution which will transform the supply and delivery of school meals	→				
Resilient Digital Infrastructure and Systems	Common Property Database		→			
	HM Courts & Tribunals Service Automated Track Case Management		→			
Accessible Data that Supports Communities and Council Performance	Develop Data Management Strategy		→			
Digitally skilled & confident workforce & communities	Development programme for staff and Councillors		→			
	Put recruitment routes and processes in place for digital skills and apprentices		→			
Digitally connected city and county	Smart City roadmap and roll out		→			