

Project	Status	Non-Financial Benefits	Benefits Realised	Notes
Third Party Contracts	Closed: BAU work continues	Updated clear schedules and volumes for DR and Software licence contracts	In progress	
Third Party Contracts	Closed: BAU work continues	An improved mobile telephony and data service tailored to the council's current needs	Yes	
Third Party Contracts	Closed: BAU work continues	Fully understood and tailored DR capability for on premise services.	In progress	
Third Party Contracts	Closed: BAU work continues	Simplified estate due to reduction/removal of Windows 7 and simplified licence management	Yes	
Adoption and Change Management (ACM)	Ongoing	Supporting the digital transformation projects as well as delivering various training interventions which demonstrate functionality of the new technology, including signposting to guidance and self-serve learning packages	Yes	
Adoption and Change Management (ACM)	Ongoing	Recruitment of 400+ digital champions to provide digital support with services areas	Yes	
Cloud Migration	Open	Simplifies the Council's IT infrastructure	To be delivered	
Cloud Migration	Open	Removes the tie (and cost to relocate) to offices housing data centres	To be delivered	
Cloud Migration	Open	Reduces network loads as many applications accessible directly over the internet	To be delivered	
Cloud Migration	Open	Improved overall security through moving to zero trust (i.e. users have to authenticate specifically for each interaction with a system – this is largely invisible to the user but achieved through device security measures and multi factor authentication)	To be delivered	
Cloud Migration	Open	Overall improvement in security and security issues easier to detect as the platforms provide consolidated security incident reporting	To be delivered	
Cloud Migration	Open	Quicker to deploy new and upgraded systems as not dependent on the cost of and need to install specific infrastructure	To be delivered	
Channel Shift	Open	Increase citizens' ability to engage with Bristol Council services online	To be delivered	Still relevant and likely to be listed in the OBC as a deliverable or SMART objective
Channel Shift	Open	Potential reduction in complaints regarding our online services	To be delivered	Still relevant and likely to be listed in the OBC as a deliverable or SMART objective
Digital Strategic Partner (DSP)	Closed	Increase in volume and pace of IT delivery capacity, and reduced time in commissioning new IT projects	Yes	Robust evaluation to validate and confirm the benefit
Digital Strategic Partner (DSP)	Closed	Knowledgeable and capable partner	Yes	too early in the partnership to provide robust evaluation of this benefit; will require result of initial CSAT
Digital Strategic Partner (DSP)	Closed	Increased flexibility in resourcing of IT projects	Yes	The DSP arrangement provides an additional source of resourcing whilst being non-exclusive and keeping other options open to us
Digital Strategic Partner (DSP)	Closed	Skills-share & learning opportunities for staff	To be delivered	It is too early in the partnership to provide robust evaluation of this benefit.
End User Compute (EUC) Optimisation	Open	Improves the security of BCC using secure cloud platforms	In progress	No
End User Compute (EUC) Optimisation	Open	Enables the future Digital Strategy and programme	In progress	
End User Compute (EUC) Optimisation	Open	Improving availability, resilience and DR capabilities	In progress	
End User Compute (EUC) Optimisation	Open	Simplify EUC estate to make it easier to manage	In progress	
End User Compute (EUC) Optimisation	Open	Reduction in on-prem infrastructure	To be delivered	NO
Networks Replacement	Open	Increased resilience to buildings, customers and services	To be delivered	
Networks Replacement	Open	Reduced number of IT Network outages occurring	To be delivered	
Networks Replacement	Open	Increased confidence on the security and integrity of our network	To be delivered	
Networks Replacement	Open	Compliant contracts in place to support the authority's IT network and telephony infrastructure	Yes	
Networks Replacement	Open	Reduced network management overhead allowing staff to focus efforts on continual service improvement	To be delivered	
Project Management Tooling	Closed	Reduced manual inputting and production of reporting and time recording	Yes	Formal Evaluation to take place in October 2023
Project Management Tooling	Closed	Greater efficiency in programme and project delivery through elimination of manual tasks	Yes	
S&G Drive Migration	Open	Enables an improvement to the adherence of data protection and retention policies. SharePoint enables the setting of retention policies that is not possible on the legacy on-premise drives.	To be delivered	Although S&G is not yet in delivery, the process of housekeeping files and folders on the shared drives has already started following comms to the business teams (e.g. Tim shared a message at ELM and I have been working with managers in some teams)
S&G Drive Migration	Open	Improved data storage, data security, collaboration and search facilities	To be delivered	
S&G Drive Migration	Open	Enables easier collaboration with external or 3 rd party partnerships	To be delivered	Still relevant. This is already possible for teams that already use SharePoint Online. This project will ensure that all teams (and their files) are moved to SharePoint Online
S&G Drive Migration	Open	Enables enhancement of the implementation of the eDiscovery tool for subject access requests. (The efficiency goals of the eDiscovery tool are dependent on this project.)	To be delivered	Still relevant. This project will enable to the use of eDiscovery tool by moving files and folders to the cloud (the tool can't search content on on-premise drives)
eDiscovery for SARs	Closed	Improved opportunity to find sources or relevant information potentially reducing the number of follow up or clarification requests	Yes	
eDiscovery for SARs	Closed	Greater confidence all required information is identified	Yes	
eDiscovery for SARs	Closed	Improved security and audit trail for creation of SAR responses	Yes	
Telephony Replacement	Open	Increased operational stability and reliability of contact centre solution	Yes	
Telephony Replacement	Open	Improved client satisfaction	To be determined	
Telephony Replacement	Open	Optimised contact handling and agent efficiency	In progress	
Telephony Replacement	Open	Increased speed of resolution for citizen contact	In progress	
Telephony Replacement	Open	Channel shift to new digital-first channels as part of phase 2's enhanced contact centre capability	To be delivered	Although BCC have embarked on a channel shift strategy, the Telephony project will not realise this benefit before life-cycle of the project
Telephony Replacement	Open	Reduction of BAU support provided to teams relying on contact centre solution and traditional telephony provision	To be delivered	Currently the CSC do not have a formal defined process for internal triaging of issues. The current process is for the CSC to route the issue via BCC's service desk and then onto the 3rd party support (3rd, 4th) for resolution.
Website Replatform	Closed: BAU work continues	Reduced of number of unplanned website outages from up to 3 per annum to fewer than the current level - 0 since move to platform in August 2022	Yes	
Website Replatform	Closed: BAU work continues	Reduction in security breaches related to Website from up to 1 per annum to fewer than the current level - 0 since the move in August 22	Yes	
Website Replatform	Closed: BAU work continues	Improved accessibility on our public website – Accessibility has been increased significantly and it is also easier to fix issues on the new platform	Yes	
Windows 10 Rollout	Closed	Improved end user experience and reliability	Yes	
Windows 10 Rollout	Closed	Additional features to assist office productivity	Yes	
Windows 10 Rollout	Closed	Ability for mobile working	Yes	
Windows 10 Rollout	Closed	Staff support through internal social media capabilities	Yes	
Windows 10 Rollout	Closed	Better support and increased collaboration for teams through MS Teams functionality	Yes	
Windows 10 Rollout	Closed	Reduced travel needs and costs	Yes	
Windows 10 Rollout	Closed	May assist mental health through flexible working capabilities	To be determined	

Windows 10 Rollout	Closed	Devices quicker to start up and improved performance for compute intensive work	Yes	
Windows 10 Rollout	Closed	Business users able to implement simple process support improvements for themselves (subject to checks and balances)	Yes	
Windows 10 Rollout	Closed	Desktop decommissioning via Bristol Waste BAU Process	Yes	
Windows 10 Rollout	Closed	Improved customer satisfaction from Netloan Devices in public libraries	Yes	
Windows 10 Rollout	Closed		Yes	
		<p>Digital Inclusion Scheme:</p> <p>People without digital devices, data (internet access) and basic IT skills, face significant barriers to education, training and employment, as well as in accessing services and maintaining social connections.</p> <p>The old Windows 7 laptops that this project replaced were refurbished and distributed by the BCC 'Employment, Skills and Learning' service alongside Bristol Waste to support further education and help improve job prospects within local communities; this 'Digital Inclusion Scheme' has provided 2,512 laptops to date and continues to deliver around 100 laptops per month</p>		
Windows 10 Rollout	Closed		Yes	