

Project Controls Expo UK - 13<sup>th</sup> November 2019

Emirates Arsenal Stadium, London

# Getting ready to transform - Securing up legacy systems after years of under investment

**Speaker Wendy Carr**

Head of Applications, Hertfordshire County Council



# About Me

I have worked in IT and Transformation for over 30 years, mostly in local authorities

Working on many projects including

- Creating the IT and Knowledge Management Services for two new Unitary Councils
- Improving a Housing Benefits service from bottom quartile to top quartile
- Reducing spend on agency staff by millions

One thing all projects have in common is people



# About Hertfordshire County Council

## Hertfordshire – The Place



VALUE OF  
EXPORTS  
from Hertfordshire



**85%**  
HERTFORDSHIRE  
RESIDENTS

SATISFIED with their area as  
a place to live. This compares to  
70% national.

**80% RESIDENTS**

feel that their local area is a place  
where people from different ethnic  
backgrounds get on well together.

More than



**RURAL**

areas make up just over  
**67%** of Hertfordshire &  
are home to



**URBAN**

areas make up  
just over **32%** of  
Hertfordshire &  
are home to



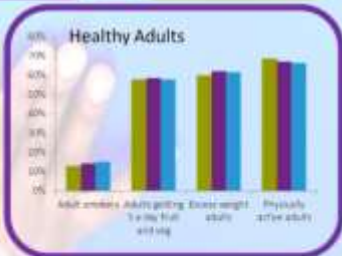
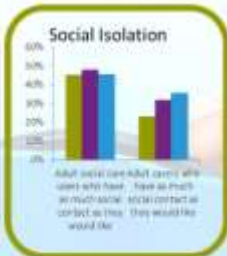
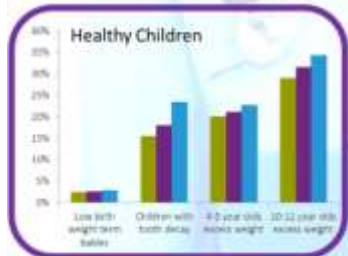
**£467,300**

Average house price.

HOME TO INTERNATIONALLY RENOWNED INDUSTRIAL SECTORS  
in life sciences, agri-tech, advanced engineering and manufacturing,  
sustainable construction and the creative industries.



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Public Health Outcomes Framework 2016/17

- Hertfordshire
- East of England
- England

### LIFE EXPECTANCY



5.4  
YEARS

Lower in the most deprived areas than in the least deprived areas



LOW LEVEL  
of unemployment

2.58%  
YOUNG PEOPLE  
AGED 16-17

Not in education, employment or training  
Lowest rates nationally

% of  
CHILD  
POVERTY  
at ward level



32% at its highest 1% at its lowest



18%

aged 16 and over have no QUALIFICATIONS  
Compared to 22.5% of people in England



114,000

providing UNPAID CARE  
4,000 are under 10 years old



Average of  
**7.8 crimes**  
PER 1,000 PEOPLE  
reported in Hertfordshire

10%  
POPULATION



living with multiple long term health conditions

Ofsted

Judged good or outstanding as of February 2019

88.5%  
SCHOOLS

## What we do

Our services affect the lives of every Hertfordshire resident, business and community. We act as an advocate on our residents' behalf and deliver a wide variety of services that make a positive impact to the areas where people live.



# The Project



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## The Issue



In the beginning, there was nothing but.....



# The Destination

- Create an application environment that underpins HCC's aim to improve the customer journey by digitising services, whilst accommodating increasing service demands due to demographic changes within a challenging financial environment.
- Compliant & agile





# Where we were

Risks associated with business-critical application

- LiveLink
  - Moved over 27 million objects
  - Migrated from Oracle to SQL
  - Improved automated licensing process
  - User engagement
- Wide range of business applications



Compliance issues



## Our Journey Started

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Different elements

- People
- Technology
- Processes

All needing controls



**The people**

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## Transition

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# How



Routine



Accountability



Respect



Humour



Support



Momentum



Celebrating



Commitment



Hard Work



Communication



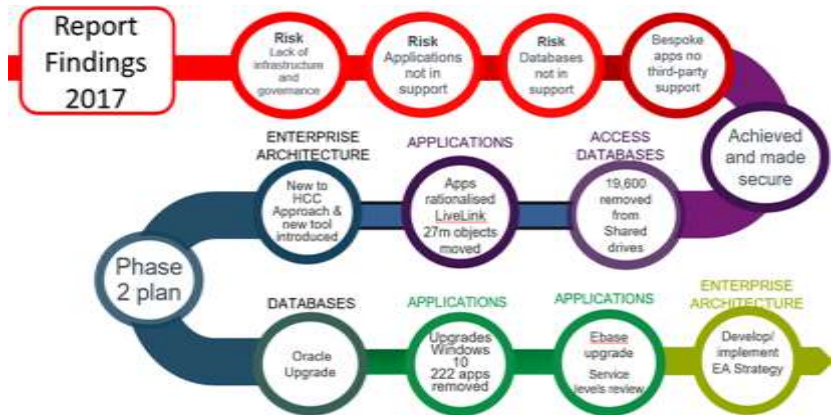
Team-Work



Chocolate &  
Cakes



# Our Journey





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# Thank You

## Any Questions



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