Project Controls Expo UK - 13th 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



where people from different ethnic

backgrounds get on well together.

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









East of England **■** England

LIFE **EXPECTANCY**

5.4 7.2

Lower in the most

YEARS

exprived areas.

than in the least

deprived organ-

LOW LEVEL

2.58% YOUNG PEOPLE ADED 16-17 Not in education:

30 CHILD POVERTY of world house.



32%

employment or fraining of unemployment Lowest rates removably

aged to and over have no QUALIFICATIONS

88.5%

SCHOOLS



114,000

providing UNPAID CARE 4,000 are order 10 years and

Average of

7.8 crimes

PER 1,000 PEOPLE

reported in Hertfordshire

10% POPULATION

living with multiple long.

turrer health constitions.

Compared to 22.5% of people in England.

Judged good or outstanding as of February 2019

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What we do

Highways, environment

and infrastructure

We maintain 3,000 miles of

stoads, carrying out over 1,000

maintenance and

improvement schemes as well as force more than 25,000

potholes and we are planning for the delivery of up to 100,000 new homes and associated infrastructure

Total spend

£70.2m

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.







Library and Other Community Services

Their ale more than 390,000 fourth. a month from partitionaries. Our archives team polices and preservey 1,000 VINETTS of Riskory for our residents. Total spend

£13.6m



Fire and Community Protection

Our fire service responds to 10.000 emergencies each sear and our dedicated Horse Safety Service. voice assured 1,800 horrows.





Children's Services

We protect the countrie record vulnerable children and young people. Since 2012 we have created 19,000 extra school places.

> Total spend. £197.4m

Adult Care Services

We supported 28,000 adult's betyeen including through the provision of essential social care services. We also supported around the same number of corers.

> Total spend £356.4m



Legal and Statutory Services

We regater 3,700 marriages and ever 20,000 births and deaths a year.

> Total spend £7.2m



Waste Management

We fund the Invetment of m 525,000 formes of water generated each year



Total spend £47.8m



Dur support teams ensure robust governance of the county council's processes and look offer our

Total upend

How we spend your 2019/20

Public Health

Our Public Health reams help residents to lead healthier lives. More than 150,000 health checks have been delivered over the post five years and there are Teuer emokes in the county true ever before.

> Total spend £46.4m



B.000 utaff.

£38.8m

The Project





The Issue



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









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

Different elements

- People
- Technology
- Processes

All needing controls









The people







Transition

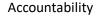


How











Respect Humour







Momentum



Celebrating



Commitment







Communication



Team-Work



Chocolate & Cakes



Our Journey







Thank You

Any Questions



