

**FOI 334/2016**

**REQUEST**

Can you please provide me with a copy of any of the following strategy documents if you hold them:

1. Digital Transformation Strategy
2. ICT Strategy
3. Customer Service Strategy

Can I also ask for a copy of any published case studies, if you hold any, regarding Digital Transformation initiatives undertaken by your authority.

**RESPONSE**

Further to your FOI request submitted on 27 June, please find below the answers to your questions:-

1. Digital Transformation Strategy – We do not have a document with this name, but we do have a Channel Shift Strategy which was adopted in January 2016 and which is concerned with the way in which public services are delivered, and by which the public has contact with the authority, (be that via telephone, online, in person, or via other means). It is attached above.
2. ICT Strategy – see attached – A new version of this document is due to be prepared at the end of this year.
3. Customer Service Strategy – This is currently in the process of being written but is not yet a public document.

Can I also ask for a copy of any published case studies, if you hold any, regarding Digital Transformation initiatives undertaken by your authority. – There are no published case studies.