



Liverpool
City Council

POWERING DIGITAL PUBLIC SERVICES

12th March 2020

Respond & Recover – the role of digital and technology

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Who am I?

15 years in ICT/ Transformation leadership role

Joined Liverpool (again) from Wigan & Bolton Council – Jan 2020

Vice President of SOCITM – 2nd year

Managing ICT/ Digital & Customer in a pandemic 1 month later





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Respond.....

Home working for everybody

Culture and our new “office”

VDI/ Teams – mass adoption

Contact Centre & On line asks

Digital and web team

Digital democracy





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Recover

Digital exclusion – no one is left behind

Self serve & new employee workstyles

Designing for new citizen expectations

Infrastructure for the future

Digital economy



Things that we learned

Focus on those things that are most important

We can move at pace

We can be less risk averse

We can engage effectively digitally with our citizens

We can design new things in a very agile way

Our staff and residents can adapt more quickly than we thought

Different & exciting opportunities - refocus



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