

# Appendix 2 – Infographic Summary of Achievements 2023/24



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## Gwasanaethau Digidol Digital Services

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# Digital by design

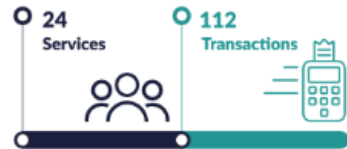
## Activity list



### DTB-00046

IMPLEMENTATION OF GOV UK PAY  
REPLACING EXISTING ONLINE PAYMENTS

Faster service | Reduced transaction costs



### DTB-00003

NPT.GOV.UK TO UMBRACO CLOUD  
MIGRATION AND MODERNISATION

99% accessibility score | Optimised for mobile and tablet



### DTB-00110

SELF SERVICE  
ONLINE FORMS

1 single contact us form | 11 new processes digitised over 8 areas



# Using the right technology



## DTB-00035

FINANCE AND PAYROLL AUTOMATION  
ROBOTIC AUTOMATION PROCESS

2-Phase project | Automate 6 financial services processes

**92%**

Process cost  
per transaction



**1500**  
HOURS SAVED  
PER YEAR

**2500**

Emails processed  
per week



## NON-DTB

FIS FEEDERS  
TRANSACTION AND BUDGETING

Savings | Hours saved per year



**10,464**  
HOURS



## DTB-00013

CYBER SECURITY AND RESILIENCE ACTION PLAN  
MERGING WITH DDAT

Protecting our infrastructure | Daily blocked suspicious activity

448,862

NETWORK HITS

4,539

EMAILS

2,940

ANTI VIRUS

303

WEB SITE TRAFFIC



## DTB-00019

DIGITAL SERVICES SERVICE DESK  
REVIEW AND RESET

DARE Strategy | Incident, change, problems and asset management



## DTB-00020

ON PREMISE DATA CENTRE  
INFRASTRUCTURE MODERNISATION PROGRAMME

Moving into the future | New resilient, robust, secure service



**£115,000**

# Information and research led decision making



**DTB-00021**

**THINK FAMILY PARTNERSHIP DATA LINKAGE**  
INFRASTRUCTURE MODERNISATION PROGRAMME

**EDUCATION** | Quality improvements



**DTB-00036**

**REFUSE AND RECYCLING REFRESH**  
DATA AND MANAGEMENT PROCESS

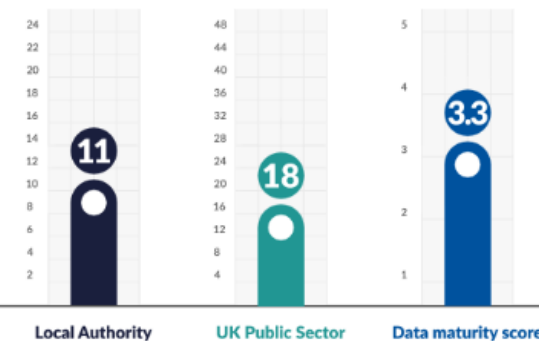
**Accurate data** | Providing a better bin collection service



**DTB-00047**

**DATA MATURITY ASSESSMENT**  
RANKED 11TH OVERALL

**Rank** | Local Authorities and UK Public Sector organisations




# Our people

 **NON-DTB**  
DEVELOPMENT OF DIGITAL SERVICE MANUAL

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**GDS** | Centre for Digital Public Service's Digital Service Standards



 **DIGITAL SERVICES**  
WELLNESS GROUP

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**7 sessions** | Average attendance of 20 staff



 **CAREER PATHWAY**  
ALLIGNED TO DDAT PROFESSION FRAMEWORK

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**6 staff** | On career pathways in difficult to recruit roles



 **COMMUNITIES OF PRACTICE**  
CONTENT DESIGN ACROSS MULTI-AGENCY ORGANISATIONS

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**Digital Services** | Local, welsh, national and international network

**STEP 1**  
Networking

**STEP 2**  
Learning

**STEP 3**  
Development

**STEP 4**  
Collaboration

**STEP 5**  
Inspiration



 **HORIZON SCANNING**  
UNDERSTANDING EMERGING TECHNOLOGIES AND IMPACT

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**Research** | How new technologies can fit in with the council

