



Liverpool City Council ICT & Digital Design and operating principles

Our transformation and enterprise architecture design principles are structured around the TOGAF standards and have been developed to focus service transformation and

Digital / ICT investment around maximising return on investment and improved outcomes for process users and citizens.

Business

Digital by design

We will adopt a digital first approach to transformation, design and delivery. Transforming services around the people who use them to enable them to take control of the information and services they use, and deliver better outcomes.

Business continuity

Hardware failure, data corruption, and external impacts should not be allowed to stop the organisation functioning.

Security is everyone's concern

Security is the responsibility of everyone and is considered through all aspects of transformation, development, implementation, and operation.

People focused transformation

Transformation will be focused around the people who use and access services aimed at creating better outcomes for those involved.

Maximise the benefit for the organisation

Business transformation will be undertaken to achieve maximum benefit for the organisation as a whole and not improve an individual service at the detriment of the wider business.

Data

Information management is everyone's business

Information management is the responsibility of everyone and should be considered at every step.

Data is an asset

data held by the organisation is viewed as an asset and the value of data should be understood and quantified.

Data is shared

Data will be shared, open data publicised, to maintain data integrity and ensure people can offer services with up to date information.

Data is accessible

All data will be accessible to everyone to empower them to make informed decisions.



Applications

Commission for the Future

We will help our people to procure solutions which integrate effectively with key business applications and offer a better customer experience.

Consolidate our business applications

We will seek to make best use of all business systems, to maximise the potential of these and opportunities to use them in a One Council way to join up information.

Accessible to all

All applications will be accessible by all regardless of device or disability. We will ensure all applications will meet legal accessibility requirements as outlined in the Public Sector Bodies Accessibility Regulations 2018.

Reuse, Buy, Build

Applications will be reused wherever possible, purchased as a commodity if necessary and only built if there is a unique requirement that cannot otherwise be fulfilled.

Technology

Ease-of-use

Technology will be simple and enable everyone to complete their tasks efficiently and effectively, providing positive outcomes.

Modular Design

Modular design will be used to enable reuse and reduce dependencies on inflexible and expensive technology.

Focused Investment

Investment will be focused on maximising return on investment for the organisation. We will look at cloud and hosted solutions based on best value for money in both the short and long term. With investments benefiting the organisation as a whole over individual service areas.

Control Technical Diversity

We will aim to control technical diversity and focus on core business technologies.

