

DIGITAL CORNWALL

GLUE REPLY HELPS CORNWALL COUNCIL TO DELIVER ARCHITECTURE- DRIVEN OUTCOMES

Cornwall Council is the largest Unitary Authority in England with a population of over 550,000 residents, and was given additional powers through the Cities and Local Devolution Act 2016.

In delivering services to Cornwall, Cornwall Council has many unique challenges and opportunities. One such challenge has related to the world of IT. In 2016 Cornwall Council insourced its IT capability that had been ostensibly outsourced for a number of years. During the period of outsourced service there was an underinvestment in IT for employees and underinvestment in how IT was exploited to meet the needs of residents of Cornwall. To redress that, a significant investment was made by Cornwall Council to make inroads into modernising its IT.



MODERNISING IT

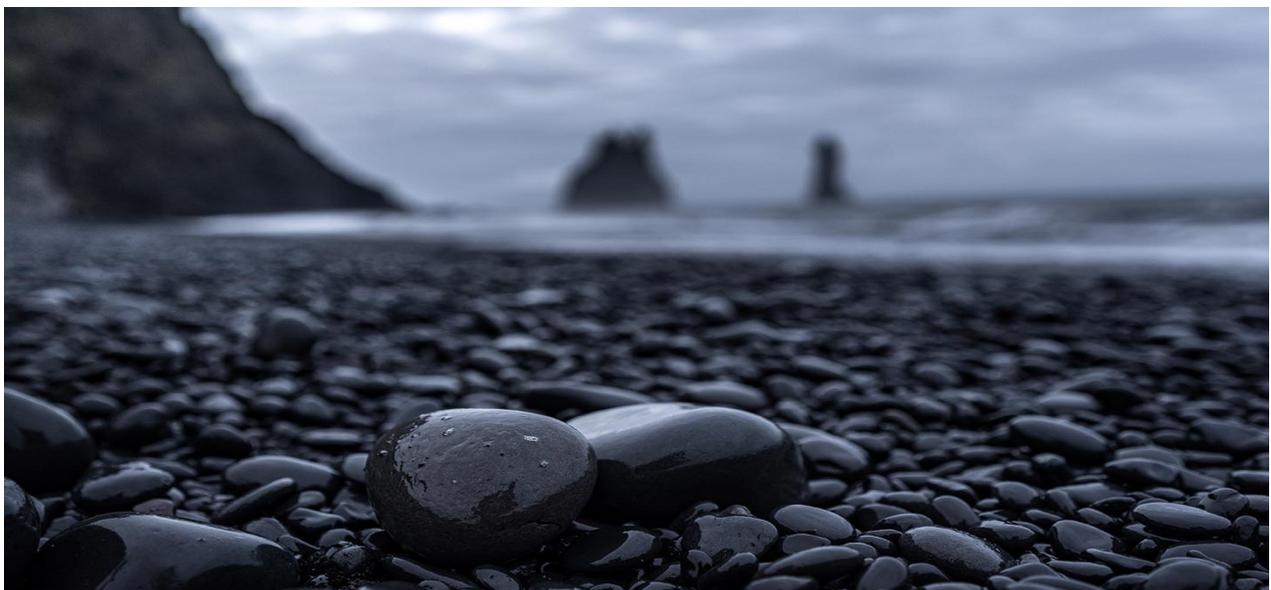
As part of the modernisation of IT, a new CIO was appointed to the organisation and with that appointment came a strong vision for a modern digitally-enabled organisation with technology at the heart. In September 2017, Glue Reply successfully won a competitive tender to provide expertise and support to the establishment of an Enterprise Architecture capability, and ever since Glue Reply has been supporting the development of this capability within Cornwall Council.

Early on in the engagement, Glue Reply supported Cornwall Council in defining the purpose and objectives of the Architecture capability and the services it should provide through the development of a Charter/Terms of Reference.

Another early activity was the collaborative development of a Business Capability. This has underpinned Enterprise Architecture ever since as one of the most important Enterprise artefacts in the organisation. The Business Capability Model has been used for many different purposes and has been particularly well adopted to engage the many services lines within the Council. To make it even more valuable, the overall council strategy together with each directorate's strategy were mapped to the model, together with the council's statutory obligations and associated legislation. This gives a clear lens on the different demands of the council and to what extent each strategy demands technology enablement.

At a similar time an Application Catalogue was developed and mapped back to the Business Capability model. This for the first time gave a clear view of overlaps and duplication within the application estate, highlighted missing technologies to meet strategies and defined the lifecycle for each application in the estate. Clear themes around both missing technologies and consolidation emerged from supporting Cornwall Council in this endeavour. The application catalogue has been a very important tool and has in latter stages of Glue Reply's engagement helped to inform Cornwall Council's Cloud Strategy.

At an execution level, Glue Reply has also assisted in the development of standards around solution architecture, has helped introduce an iPaaS/integration technology and associated competence as well as supporting a Data and Business Intelligence Initiative through to fruition as Cornwall Council's architecture partner.





DRIVING DIGITAL AND CUSTOMER-CENTRIC TRANSFORMATION

Cornwall Council has recently been planning their next stage in their ongoing digital transformation journey, with a strong focus on improving Customer Experience. Glue Reply has helped significantly in supporting the planning of this transformation through the development of key Enterprise Architecture artefacts to support it.



Glue Reply commissioned one of its sister-companies (Avvio Reply) to develop the rich picture above – this was used widely in communicating the required transformation and engaging the organisation on their journey towards their digital vision.

ONGOING PARTNERSHIP

One of the important facets of Glue Reply's relationship with Cornwall Council is that the goal has always been to help support the development of Cornwall Council's own capability as well as working with individuals to develop their competence. This has meant that during the course of the engagement Glue Reply's role has changed and become a lighter touch. Now, much of the engagement is focused on exploiting Glue Reply's extensive industry expertise to ensure that Cornwall Council are thinking about the right things and supporting key decisions.

Cornwall Council's digital ambitions are beyond many other local authorities, and so Cornwall Council also benefits from Glue Reply's extensive experience in other industries to help guide and challenge thinking.



“Glue Reply has been one of our most important partners in helping us with our architecture competence, technology competence, and helping us be able to engage effectively with our organisation beyond the boundaries of technology. The help and support has been invaluable to us and we have built a strong ongoing working relationship.”

Marcus Cosway, Enterprise Architect, Cornwall Council

“I believe we picked the right organisation to partner with to help us develop Enterprise Architecture. I see this capability as pivotal to driving a digital transformation agenda with the business successfully. Glue Reply has brought all the key characteristics I like to see in a partner and has never wavered from doing the right things for Cornwall Council”

Ian Robinson, CIO, Cornwall Council



GLUE REPLY

Glue Reply is the Reply Group Company specialising in IT architecture, integration and data solutions that drive business value. Pragmatic in its approach, Glue Reply provides independent advice on the technology solutions that achieve clients' business objectives. Glue Reply's core proposition is to help organisations maximise the value from their business change and technology investments by helping them define, design, implement and resource best practice. Glue Reply works with many companies as a trusted advisor as well as being known for getting stuck into the nuts and bolts of any technical challenge to ensure the desired outcome. Glue Reply's solutions drive operational excellence whilst preparing clients for digital transformation, cost reduction and data exploitation. For more information please contact us at glue@reply.com or call us on +44 (0) 20 7730 6000.