ASSOCIATION OF LOCAL GOVERNMENT INFORMATION MANAGEMENT

Collaboration and Customisation and Consumerisation …
…and Cloud and Choice

Hampshire County Council

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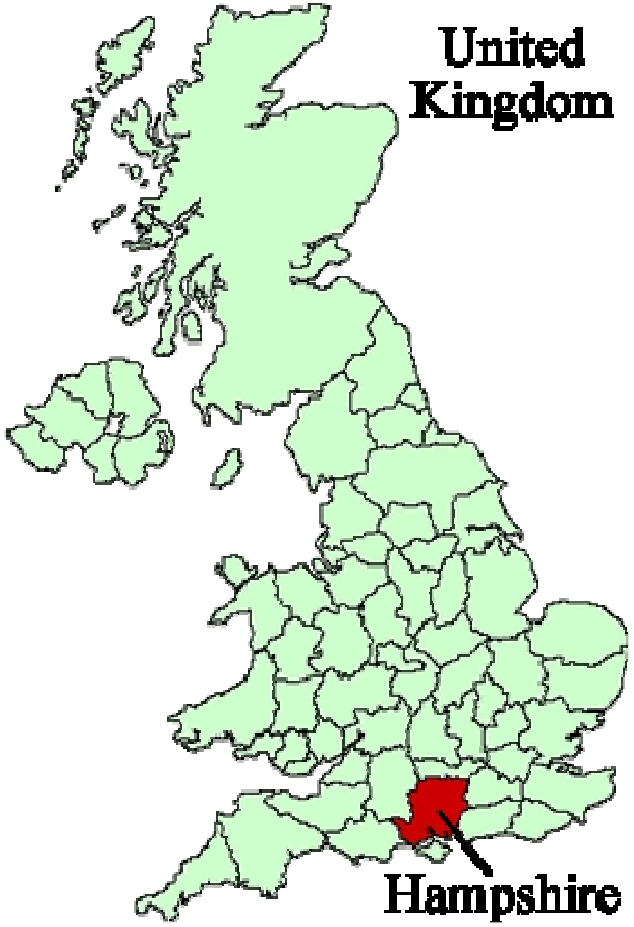
socitm information, innovation and improvement

Jos Creese
CIO
Hampshire County Council

Hampshire County UK



- 2 million people
- 3700 square kilometres (1400 sq mi)
- 14 local authorities
- 3 medium sized cities:
  [Winchester, Portsmouth, Southampton]
- County Council: £1.7B turnover (€2.16B)
- Hampshire IT serves 19000 professionals, 1200 sites, 1600 organisations

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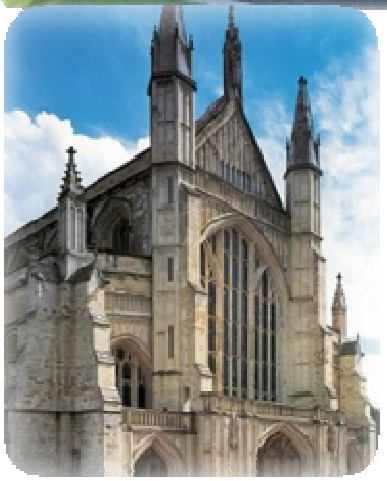

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Pace of Change Increasing

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Institutional Technology Lag

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… and now austerity …

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Opportunity, not a Threat

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The CIO

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Choice – good or bad?

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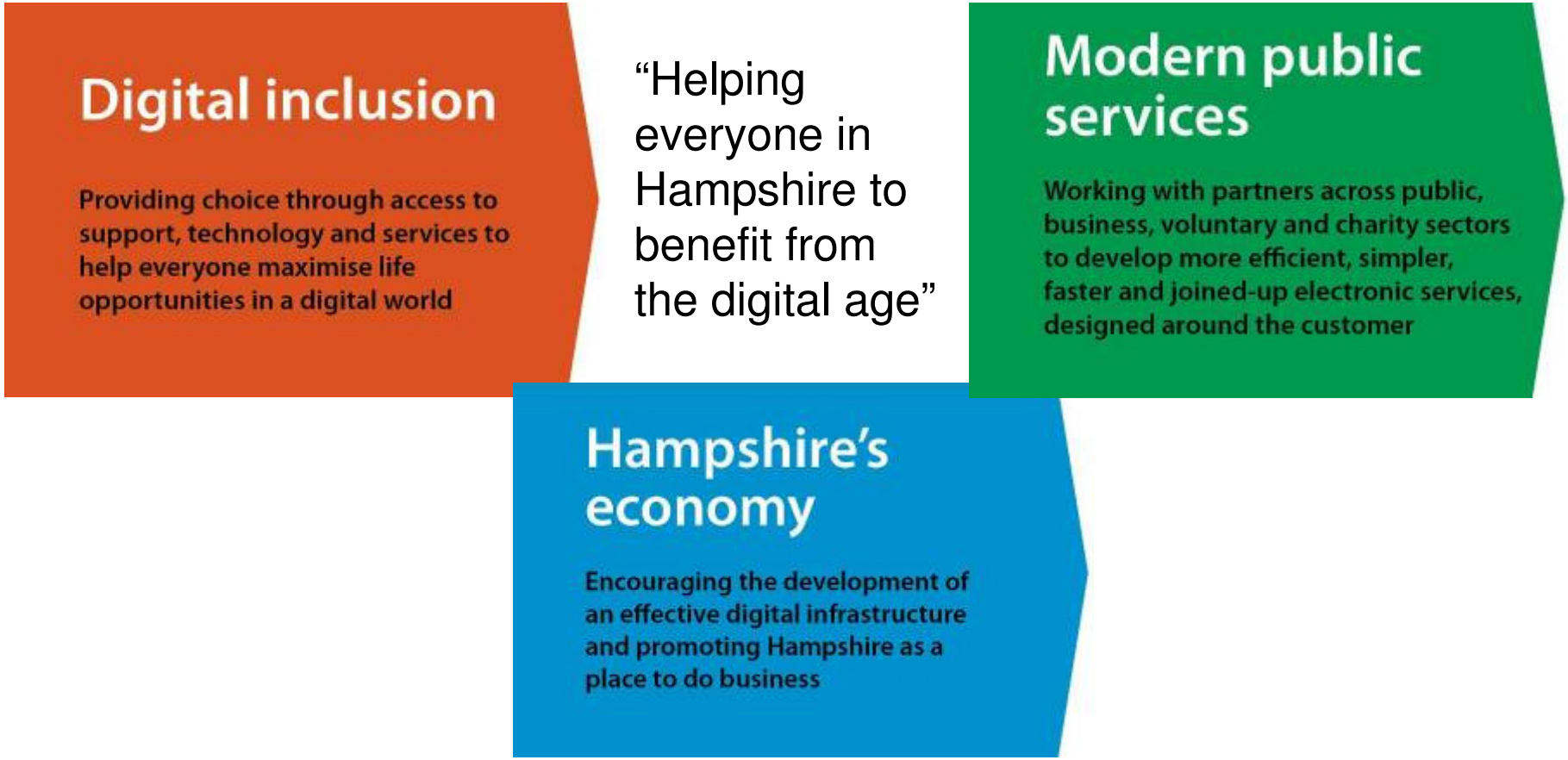
Digital Hampshire (UK) Strategy



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Our Shared Digital Principles

Helping everyone join in	Designing accessible digital services and improving broadband access to ensure that as many people as possible can take advantage of those services
Supporting business growth	Working together to maximise the opportunities of digital services in Hampshire for businesses large and small, and so encouraging inward investment and lower carbon footprint
Customer in control	Ensuring in the way information and services are made available that the customer is always in control, maximising transparency and self-service where possible
Digital by default	Accelerating the move to a 'digital only' delivery where possible, reflecting the needs of different groups and allowing for choice while balancing efficiency with service quality
Public services together	Ensuring the public services work together to share insight, technology and services, making services more efficient for the taxpayer and more joined up for the service user

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All about what we do with technology … not the technology itself

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Failed models require new approaches

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Conclusion – Change Needed

… always true … but much more, much quicker:

- IT model in public sector
- Procurement, contracts and shared services
- Role of technology in modern society

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"Done well, IT is the key to a more efficient, transparent and customer-centric public sector, and one that empowers both its staff and citizens."

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