

## Technology Strategy Metrics

### *The technology strategy*

Metric	Measure	DDTS Owner	How will we measure it	The current baseline	Difficulty rating
<b>Automation</b>	50% fewer paper based systems/processes	Harpal Lailey	Identify paper-based systems and track reduction	Unknown – not currently measured There are 50 known opportunities currently but more detailed analysis required to measure accurately	<b>Hard</b> – requires prioritisation. Business change and investment
<b>Digital Workforce</b>	5% increase in Our Voice engagement 20 digital transformation leaders	Wendy Clark	Our Voice engagement Leaders accredited	7.9/10 for DDTS digital staff 0 leaders accredited outside of DDTS	<b>Medium effort</b> – engagement scores are already high, programme needs to be designed and launched
<b>Satisfaction</b>	>4.5 on Apple/Google apps stores	Rebecca Tinker	Ratings on app stores	4.7 on Apple 4 on Google Play	<b>Easy</b> – using best practice design methodology should result in high ratings
<b>Data</b>	100% core data sets safely available in the data platform	Dan Jeffery	Define core data sets and track through data platform on-boarding process	0	<b>Medium effort</b> – we need to build the data platform, on-board the data and give people access to it
<b>Democratisation</b>	100 licensed users	Nick Breeds & Harpal Lailey	Develop approach to ‘licensing’ users and track no of users accredited	0	<b>Medium effort</b> – to develop licensing and put all the controls in place required to do this safely
<b>Architecture</b>	50% increase in ‘open’ API enabled systems	Harpal Lailey	Define systems in scope and track which have open APIs	~28% of core systems are currently API enabled	<b>Hard</b>

<b>Cloud</b>	80% of core systems in the cloud	Dan Jeffery	No. of core systems in the cloud.	tbc of 50 systems	<b>Hard</b> – requires significant re-engineering and has dependencies on suppliers
<b>Security</b>	100% of core systems in support	Dan Jeffery	% of core systems in support	tbc of 50 systems	<b>Hard</b> – requires on-going prioritisation and we still have significant legacy challenges with cross dependencies