



## Project Planner - City Tools

LOTI uses an [outcomes-based methodology](#), which considers the technical and non-technical elements involved in bringing about a real-world change.

**Desired Benefits and Outcomes** - What is the real-world impact/change we are trying to enable?

We wish to create transparency about the technologies that currently underpin London's local government services to enable better collaboration between boroughs on procurement and technology development, and to foster a more effective relationship with the govtech sector

**Known Problems** - What is preventing the desired outcome?

*What problems relate to technology and data?*

- There is plenty of anecdotal evidence that the technology provided by some suppliers does not always support modern ways of working. But there is a lack of real data on which technologies are used for what purpose and by whom, and how satisfied boroughs are with those products.

*What problems relate to people, processes and conditions?*

- High dissatisfaction with some suppliers
- Boroughs don't have a complete view of what technology/systems their peers in London are using for different service areas, which leads to missed opportunities to procure jointly and economies of scale, where it makes sense
- Boroughs don't have a complete view of contract end dates which leads to missed opportunities in negotiating better value and quality contracts
- Boroughs are unaware of the challenges their peers are facing thus being unable to assertively challenge suppliers where appropriate.

**Potential Solutions** - What would it take to achieve our desired outcome?

*What role can technology and/or data play in enabling the desired outcome?*

LOTI will:

- Launch the MVP version of City Tools: London on 13 November to provide visibility on which technologies are used across London boroughs.
- Conduct a series of user need discovery workshops to identify how the tool might need to be developed to enable a wider number of use cases.
- Develop a sustainable model for the City Tools: London to ensure the data is up-to-date.

*Beyond technology and/or data, what is needed to achieve the desired outcome?*

- Identify ways in which the dashboard can be used to deliver value to boroughs, citizens and SMEs

## Making it happen

**Skills and Resources** - What skills, people and other resources do we need..

*from the LOTI Central Team?*

- Design and deliver two workshops exploring how users might wish to use this data, and how the tool can be supported and developed over time by identifying high-value use cases.
- Create the design specification for version 2 of the tool that enables desired use cases.
- Create a resource and funding plan to sustain City Tools: London.

*from LOTI lead borough (Camden and Waltham Forest)*

- Design and deliver two workshops with interested member boroughs and other stakeholders such as SMEs.
- Provide insight and/or examples of high-value use cases that can be tested.
- Test prototypes of the tool and provide feedback.

*from LOTI member boroughs?*

- Participate in workshops and contribute ideas and suggestions for high-value use cases.
- Provide insight and advice on the usability of the tool and the potential impact on service delivery.

*from external sources?*

- Technical support will be called in to further develop the tool once the use cases have been agreed.

**Mandate** - What permissions do we need to make this change?

Assume permission to carry on with the current phase of work, based on kick-off call.

*from external stakeholders?*

Agreement from Bloomberg Associates for LOTI to adopt, run and further develop the City Tools: London dashboard.

**Outputs** - What outputs will be delivered to enable the agreed benefits and outcomes for this project?

1 - Workshop 1: to develop ideas for high-value use cases

2- Workshop 2: to explore in more detail the dissatisfaction of boroughs with existing suppliers

3- Enhance the City Tools: London dashboard to enable the testing of the high-value use cases

4- Create resource and funding plan for the future operation of the City Tools: London dashboard

<b>Plan</b> - How will we deliver this project?	<b>Week of</b>
Hold kick-off call with lead boroughs	07/10/2019
Hold workshop 1	28/10/2019
Hold workshop 2	18/11/2019
Create a resource and funding plan for the City Tools: London dashboard	14/11/2019
Enhance the City Tools: London dashboard - TBC once workshops 1 and 2 are complete	2020

**Risks and Issues** - What risks and issues should be taken into consideration?

*Include issues and risks that have financial, reputational and/or organisational impact*

**Risks**

If use cases are not identified and used to demonstrate the value of the City Tools: London, then boroughs would not achieve value from the data on it.

If the relationship with the current suppliers is not comprehensively addressed, there will be no improvement to legacy issues.

If the City Tools: London dashboard is not maintained long-term, the data will be outdated very quickly and no change/improvement would have been achieved.

**Issues** - no issues identified at present.

**Evaluation Criteria** - How will we measure our success?

- 1) Fully operational City Tools: London dashboard
- 2) Boroughs are proactively using it in order to enable better value contracts
- 3) Boroughs are using it to inform conversations with future suppliers
- 4) Boroughs are using the data to enable joint procurement