

Glasgow City Council



Engage Process Event



Agenda

- **About us**
- **Current process**
- **Challenges**
- **Need for a cloud based modeler**
- **Our Journey so far**
- **Benefits**
- **Plans for the future**
- **More Benefits!**
- **Stakeholders**
- **Questions**

Introduction

About us

10 key services within GCC

Approximately 28k employees

Predicated 2023/24 savings of just under £120 million

Our Role SIIT (Strategic Innovation information and Technology)

Current Process

Inconsistency in the approach of developing processes

Use of various solutions Visio, Word, PowerPoint and other off the shelf solutions.

Producing meaningful data from these solutions is time consuming, inconsistent (costing model, roles etc)

Lack of transparency across the organisation

Services work in silo

Challenges

Why the transition from Visio

Requires manual orientation

Formats/Templates agreed in silo –
creates a barrier for collaboration

Relies on specialists



Licenses assigned to
devices - limited access

Files saved in versions instead of
live documents – inflexible

Need for Cloud Based Modeler

Understand the 'As is' and 'To be' comparison in one screen to understand impact of change

Highlight non-value adding steps in a process.

Standardise processes to reduce confusion and inefficiency.



Realign related processes.

Transparency ease to share via different services

Determine areas for potential cost reduction.

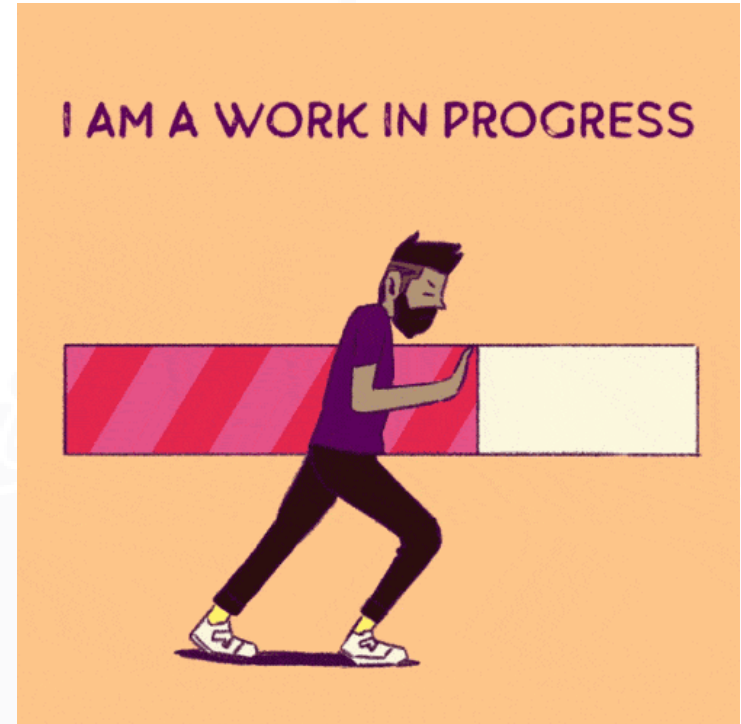
Our Journey so far

SIIT BA's trial period using Engage

Trial expanded to a wider community for feedback

Promoting and presenting the use of Engage throughout the services

Now with Enterprise level looking to roll out to the full Glasgow family



Benefits so far

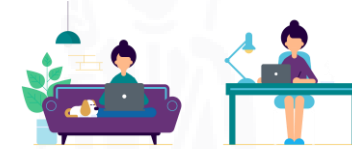
Encourages Collaboration



- Invite others to View/Edit
- Ability Approve/Reject via Engage rather than seeking signoff via Email



Supports Hybrid Working



- Great Facilitator of Remote Discussions
- Built for process mapping in “real time”, i.e. virtual workshops

Valuable Reporting



- Enables effective change by using evidence based decisions
- Ability to utilise both time and cost analysis include roles
- View statistics and create tailored reports

Plans for the future

Moving forward with Engage

User and Role profiles

Standardisation

Naming conventions

Governance

Structure

Consistency

Reporting

More Benefits!

Cloud-based solution to improve collaboration

Evaluate processes by lead time, cost and role based processes

Ability to demonstrate tangible cost savings clearly

Evaluate processes at a granular level

Ability to transfer process description steps to excel to support the completion of requirements



Stakeholders

Who we see using Engage within GCC

Business Analysts



Subject Matter Experts



Project Managers



Change Management



Questions?