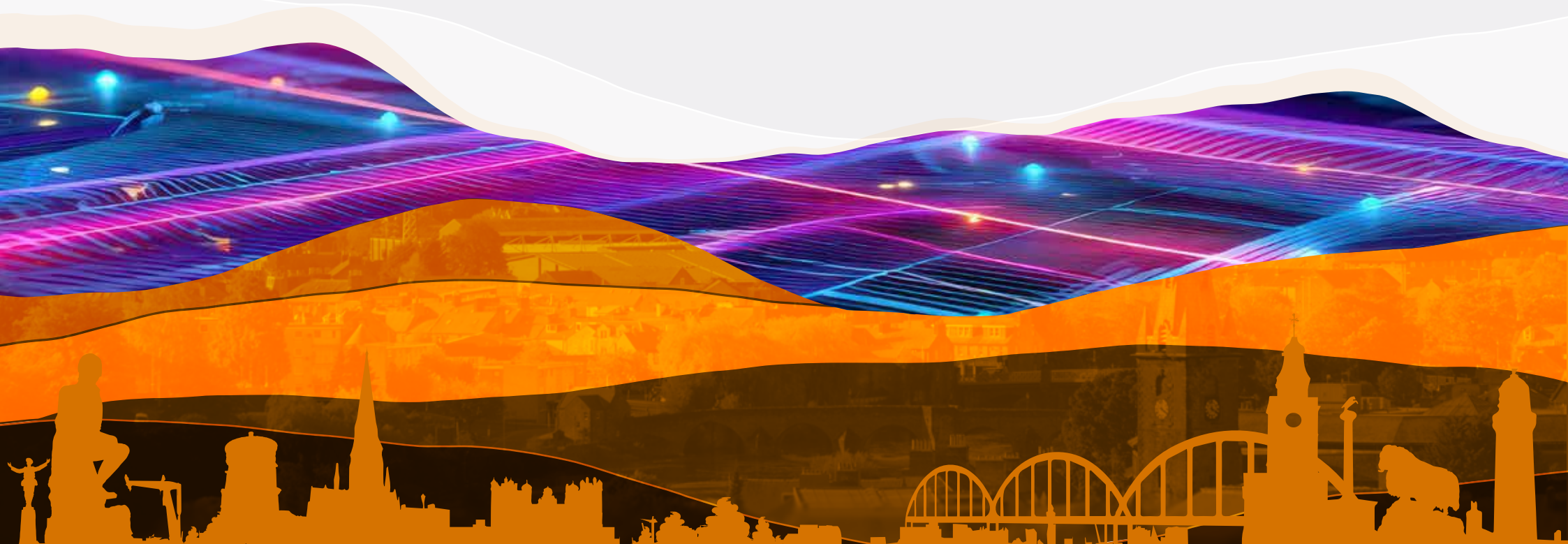




Digital Strategy Delivery Plan 2026–2031



Strategy Objective	Description	Action	Tasks	Timescale	Responsible Team	Links
Deliver enhanced customer experience:	Reinvigorate the Digital Champions network	Develop a renewed community of practice that supports future skills, AI adoption, and digital confidence across teams.	Recruit representatives from all services. Deliver monthly learning sessions and peer support. Establish "community of interest" for AI and Copilot.	June 2026	ICT and Digital	People Strategy
Deliver enhanced customer experience:	Establish a Digital Skills Hub and modern training offer	Create a structured programme including basic digital skills, AI fundamentals, Microsoft Copilot capabilities, and guidance on safe technology use.	Create structured skills pathways (beginner confident user advanced skills). Publish training in MyLearning.	December 2026	OD/ICT and Digital	People Strategy

Strategy Objective	Description	Action	Tasks	Timescale	Responsible Team	Links
Achieve sustainable operational efficiencies	Develop an AI Resource Pack and maintain an AI Register	Develop an AI Resource Pack and maintain an Ensure responsible adoption of AI tools, aligned with Acceptable Use and Data Protection policies. AI Register	Create templates for AI use cases, risk assessments, and approvals. Reference Acceptable Use and Data Protection policies. Maintain AI Register on SharePoint with servicelevel ownership.	June 2026	Information Governance/ ICT and Digital	National Digital Strategy
Strengthen reliable data insight:	Deliver a digital maturity assessment and use findings to prioritise investment	Apply the Local Government Digital Office (LGDO) methodology to shape a pipeline of digital opportunities at Service. Directorate and Council level.	Complete LGDO maturity assessment at directorate/Service Level Build investment roadmap reflecting maturity outcomes aligned to strategy vision and objectives.	March 2027	ICT and Digital	National Digital Strategy

Strategy Objective	Description	Action	Tasks	Timescale	Responsible Team	Links
Deliver enhanced customer experience:	Develop and publish a Councilwide Digital Standard	Define consistent expectations around customer responsiveness, service design, accessibility, and assisted digital support for both internal and external facing systems	Co-design standard with frontline teams and customers. Define clear expectations for responsiveness, accessibility, and assisted digital support. Align with Customer, Digital and People Strategy measurement frameworks.	March 2027	ICT and Digital/ Customer Services	National Digital Strategy Customer Strategy
Achieve sustainable operational efficiencies	Identify and automate highvalue processes that release staff time, improve turnaround, and support increasing demand.	Prioritise and accelerate endtoend process automation	Conduct process discovery across high-volume customer and back-office areas. Build automation roadmap. Deliver 6–10 automated processes in first 18 months.	October 2027	Enabling and Customer Services	Customer Strategy E and CS Budget Savings

Strategy Objective	Description	Action	Tasks	Timescale	Responsible Team	Links
Achieve sustainable operational efficiencies	Guidance on Use of Technology	Publish guidance on how and when digital tools (AI, automation, Copilot) should be used.	Develop simple, plainEnglish guidance. Provide worked examples and scenarios. Integrate into induction and MyLearning modules. Update the corporate ICT and Digital Procurement Requirements	June 2026	ICT and Digital	People Strategy
Achieve sustainable operational efficiencies	Engage and progress the priorities from the 'Strategic Framework for a Cyber Resilient Scotland 2025-2030'	Deliver the mitigating actions to address the corporate element of the Council's Cyber Risk	Engage with Local Government Digital Office and Scottish Government Achieve mandatory Compliance certifications	Mar 2027	ICT and Digital	National Digital Strategy

Strategy Objective	Description	Action	Tasks	Timescale	Responsible Team	Links
Strengthen reliable data insight:	Develop the Digital Framework	Develop the framework aligned to the People and Customer Frameworks to measure and track the quantitative and qualitative progress of the implementation plan against the Digital Strategy objectives of: Deliver enhanced customer experience; Strengthen reliable data insight; Achieve sustainable operational efficiencies.		September 2026	ICT and Digital	People Strategy Customer Strategy

