Appendix 3 – E-reader description of image:

Future Shape Technology Architecture

Section 1: Future Shape Technology Catalogues – proactively manage the lifecycle of applications: technical, contract and fit for purpose; provide strategic alignment to Future Shape themes and outcomes.

Category A: Resident and Business Facing Systems (Applications)
Rationalise applications, standardise processes, digital by default, improve resident and business experience.

Category B: Service delivery Systems (Applications)
Replace outdated Systems and enhance existing systems, automate and integrate.

Category C: Enterprise delivery systems (Applications)
Replace outdated systems, automate and integrate, improve internal customer experience.

Category D: Enabling Technology Systems (Technology)
Replace outdated systems, modern commodity services, cloud first to enable hybrid working, flexibility.

All the above map against five Cross Cutting Future Shape Themes:
1) Embrace digital service delivery models
2) maximise the use of automation technologies
3) Automate information flow between systems
4) Manage share and analyse data effectively
5) Enable the 'hybrid' workforce