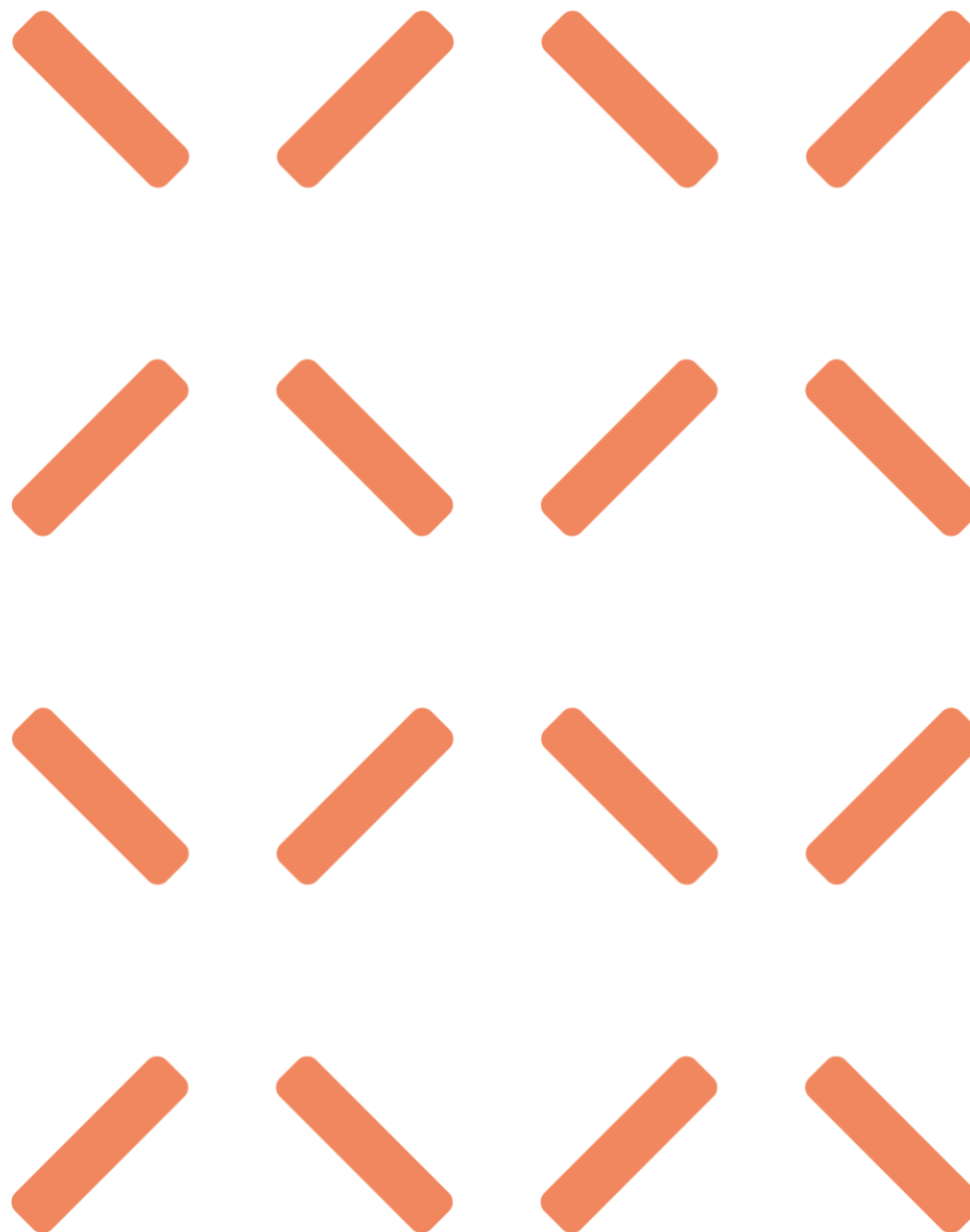Integrated Corporate Services

Karl Hoods CBE

Group Chief Digital and Information Officer
for Department for Energy Security & Net Zero and
Department for Science, Innovation & Technology

ICS Digital Background

- **2018-2023 Department for Business, Energy & Industrial Strategy (BEIS) Digital provided:**
  - A full digital service to BEIS
  - Core EUC services to Department for International Trade
  - Core EUC to a number of BEIS Arms Length Bodies e.g. UKSA
  - Total number of core users c12,500

- **Feb 2023 Machinery of Government change creates DESNZ, DSIT and DBT**
  - Involves moving staff across BEIS, DCMS, CO and creating DESNZ, DSIT and DBT

- **June 2023 Integrated Corporate Services is created across DESNZ and DSIT**
  - Encompasses HR, Finance, Commercial, Estates and Digital

- **ICS Digital provides:**
  - A full digital service to DESNZ and DSIT
  - Core EUC services to DBT
  - Core EUC services to 10 Arms Length Bodies
  - Total number of core users c16,500

ICS Digital
Where do we fit?

Department for Energy Security & Net Zero

Securing our long-term energy supply, bringing down bills and halving inflation

Department for Science, Innovation & Technology

Driving innovation that will deliver improved public services, create new better-paid jobs and grow the economy

ALBs *

DESNZ: 14
DSIT: 15

Integrated Corporate Services

Mission

To provide high-quality, expert and efficient corporate services that **enable our departments** to deliver for the public

Future departments scalability

Department for Business & Trade *

Supporting businesses to invest, grow and export, creating jobs and opportunities across the country

HM Government

Wider Government Digital Strategies
Transforming Lives Through Technology

*Partial Service Delivery

ICS

ICS Vision
To set the standard for innovative corporate services that empower government departments to better the lives of citizens across the UK

How do we live this?

Our ICS Digital Values

- **We are a cohesive digital community**
we work in the open, solve problems together, and include colleagues from all disciplines and locations

- **We are user focused**
we design accessible services based on user research, making sure we meet the needs of our internal and external customers

- **We are empowered to deliver**
we trust the expertise of our teams and enable them to make decisions

How do we deliver this?

As your digital and data experts, we **advise**, **guide** and **help** deliver the right outcome for you and your users

MOG Facts and Figures

Approx 7500 fBEIS staff moved over to DESNZ, DSIT or DBT requiring hardware, email changes and Oracle integration updates

A further approx. 5,500 identity changes made for DiT staff moving to DBT.

Planning involved including reach backs for DCMS and reach forwards for fBEIS staff in DBT

Over 1000 fDCMS staff moved into DSIT

A further 100 more moving into Cabinet Office and 100 out of it.

Roughly 25% increase in HelpDesk calls from July and August (almost 1000 calls just relating to OneNote or printing), although also a busy period for joiners and leavers as well as MOG.

Creation of 4 new financial ledgers required additional 4000 Purchase Orders closed and 1200 GPC card transactions.

Transferred 19 Partner Organisations to DBT and there were 38 delivery activities (at various stages) that fell under their remit but supported by ICS Digital.

We gained 13 new projects from fDCMS activities in DSIT that we are now responsible for.

ICS Key Benefits - Digital

- **Economies of scale:**
  - Re-use of existing technologies – migrating shadow IT
  - Centralising resources to develop new solutions and maintain existing services
  - Standard common set of services across EUC, cloud hosting and applications – our 3 layer model
- **Efficiency savings:**
  - Building capability in house with a focus on standard approved technologies with streamlined governance and approvals
  - Common ways of working across policy teams with a deep appreciation of the challenges they face
  - Continuity of resources deployed on projects with the ability to stand up teams faster, manage delivery across phases and retain corporate knowledge in house
- **Cost Reductions:**
  - Reducing dependency of external contractors to fill gaps in resource (contractors are at least 3 x more expensive than perm staff)
  - Faster delivery timescales – less procurement, faster deployment of resource and re-use of existing solutions
- **Potential to scale:**
  - A proven set of technologies and service delivery could easily be scaled to other organisations which would further reduce costs of the core provision.
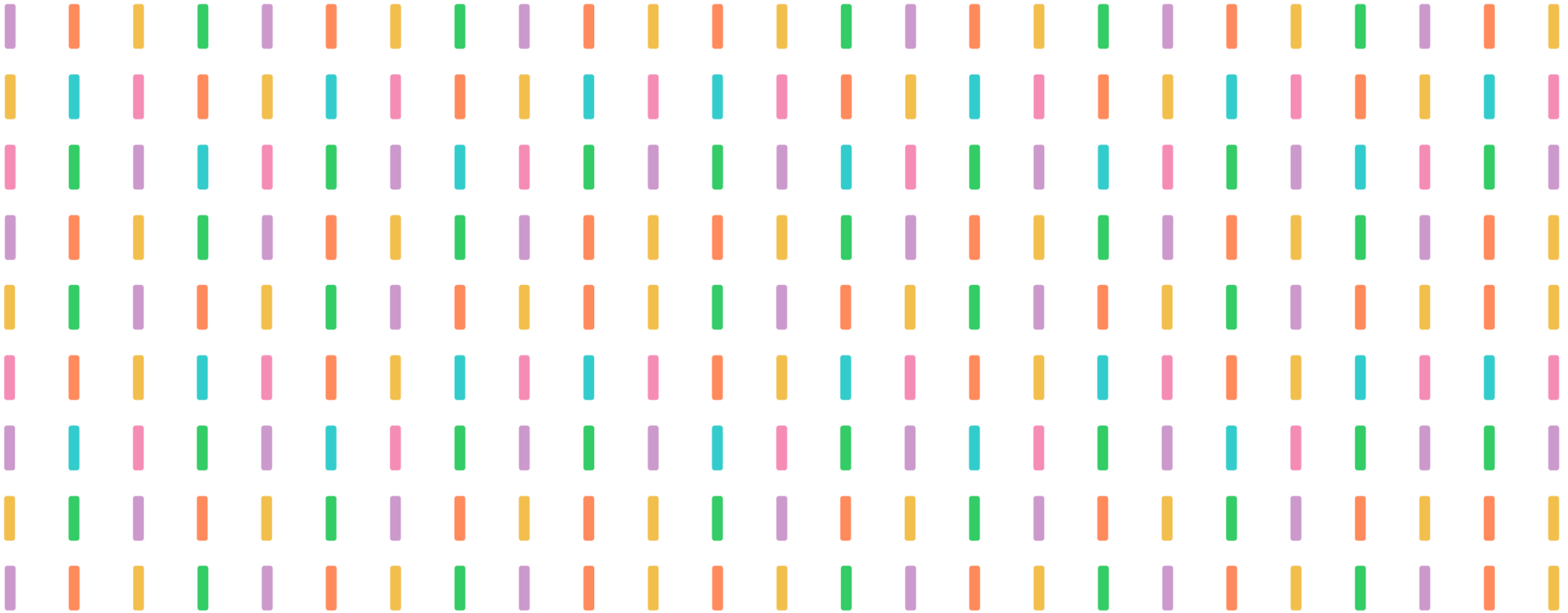
Thank you, please do contact me if you have any questions karl.hoods@ics.gov.uk