



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?



\*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

# ICS Digital successes so far

---

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.

---

# The DESNZ transformational challenge

DESNZ has one of the largest and most challenging missions across Government over the coming years, and its commitments to policy and delivery are significant.

It has an opportunity to build a more productive operating model, building effective digital delivery at its core, while also using its budget use more efficiently given the challenges it presents to resource use.

At the same time, there are live risks to current platforms and unapproved tools which could impact DESNZ security, resilience and ability to deliver longer term.

We need a collaborative approach to:

- deliver approved secure and scalable platforms built by ICS Digital
- provide support and maintenance for platforms and products using teams recruited into ICS Digital
- drive shorter delivery timeframes and cost savings, by reusing existing components and architecture

# Our approach – the platform approach

Approved by DESNZ PopCo last year, the platform approach is an agreement that ICS Digital will deliver the planning, resourcing, and technology capabilities and support to deliver DESNZ's digital programme.

Our planning and resourcing approach was developed through the work on our Target Operating Model and the continuous improvement work that now follows.

Technology support means providing common, resilient, technology components with the teams that support them. *This* is the platform approach. Our 3 current platforms are DigiPaaS for hosting and developing, DNS for data, and CRM for grant delivery.

# The ICS Digital Platform strategy means transforming delivery of government services

This is how the technology applications we provide to the business currently stack up

most of our efforts are in building **unique services** where we start building afresh with each new request

**platform services** are common reusable architecture components, and modular functionality

**utility services** are the common, core infrastructure components that enable the department to run (i.e. Cirrus)

Build functionality into re-usable components

Create a common architecture based on key technologies

now we only build **unique services** when we need something new

our **platform services** offering grows as we can offer more reusable functionality and features

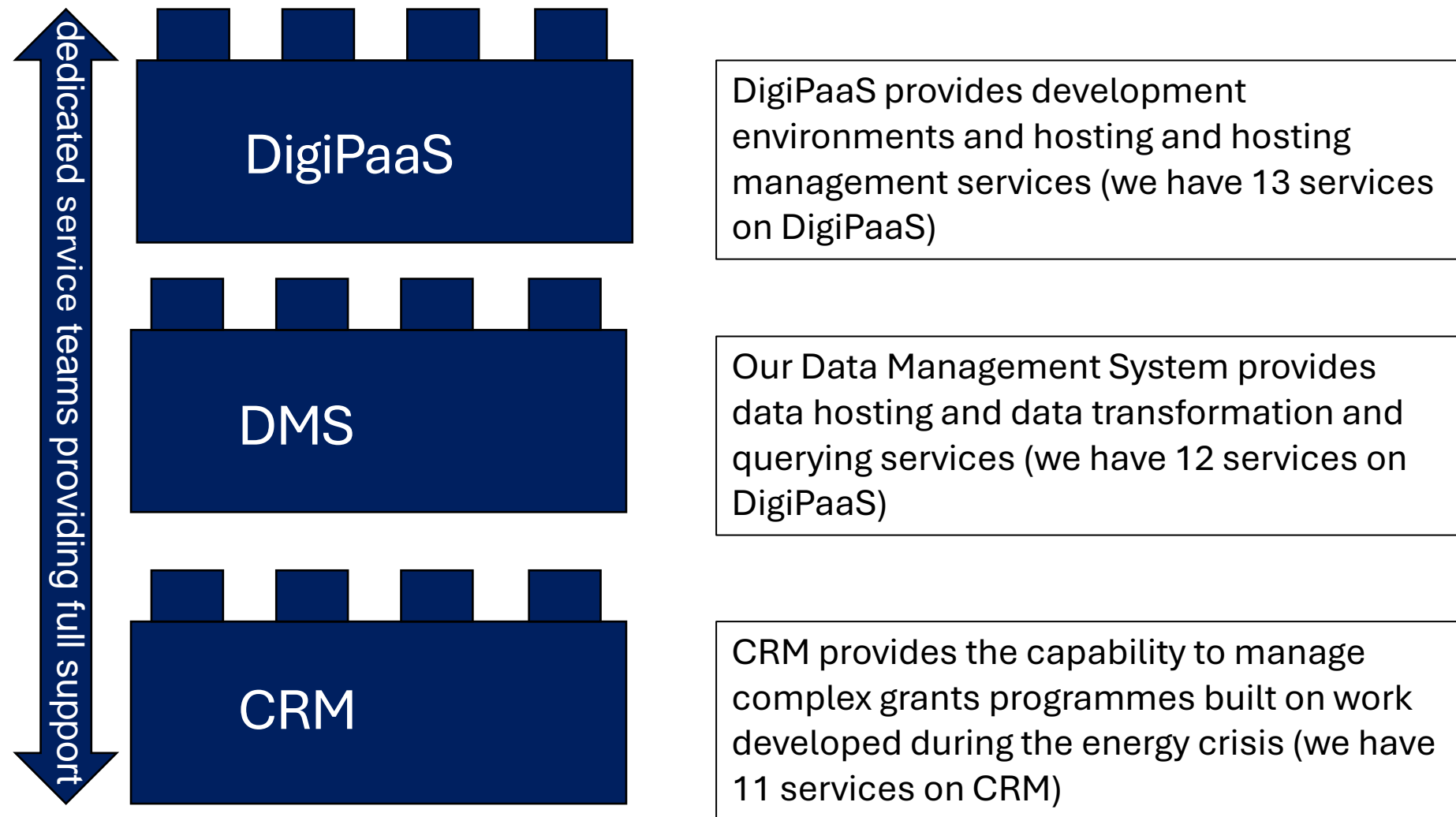
We provide a greater range of **utility services** as we add further common infrastructure components to support a growing customer base

Allows for greater innovation

Delivers faster, cheaper services

Opportunities for growth

# The building blocks of the platform approach



We understand what we can deliver with current capability and also part of the development of future capabilities that grow the platform offerings





**Key message:**

We're changing the way we work together to make it better for you, for citizens, and for the businesses we support by:

| Planning   | Technology Choices   | Resourcing Optimisation   |
|--|--|---|
| <ul style="list-style-type: none"><li>We provide you with an end-to-end service from idea to outcome</li></ul>   | <ul style="list-style-type: none"><li>We use common platforms to develop and host your services on and to manage data</li></ul>  | <ul style="list-style-type: none"><li>We have in-house digital and data professionals to cut down on the need for expensive consultants</li></ul>   |
| <ul style="list-style-type: none"><li>Starting with our Digital Business Partners; we will advise on what you need to deliver, how long it will take, &amp; what it might cost</li></ul> | <ul style="list-style-type: none"><li>We take advantage of technologies that meet common present and future need while allowing us to build new functionality in the most cost-effective way</li></ul> | <ul style="list-style-type: none"><li>When external resources are required, we have our own call off contracts so we can put the right teams in place for you with the right clearances</li></ul> |
| <ul style="list-style-type: none"><li>We're giving you the support you need to be confident in your success</li></ul>  | <ul style="list-style-type: none"><li>We're building firmer foundations with trustworthy and resilient technology</li></ul>  | <ul style="list-style-type: none"><li>We're saving you time and money by giving you the right resources and the right help</li></ul>  |

Service to customer

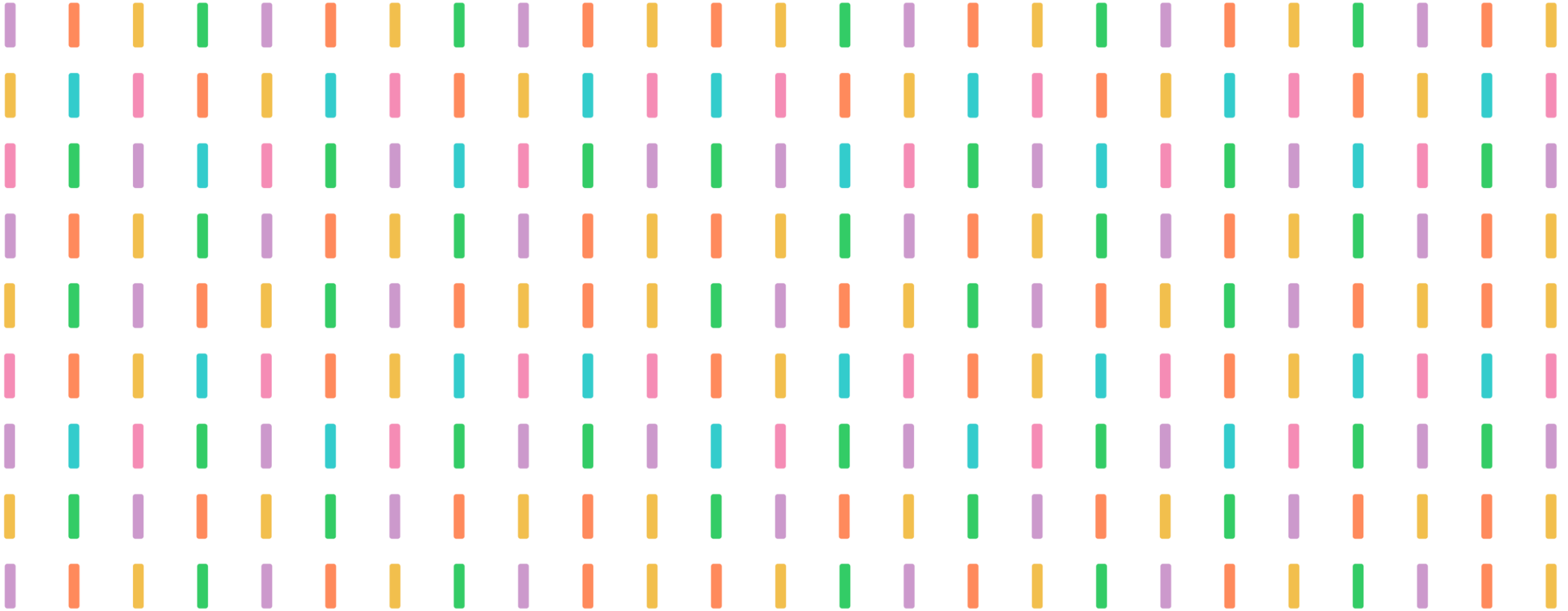
Our activities

Benefits that are delivered

Platform Approach

# The benefits

- **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**