

Workshop 3E:

Delivering a digital change through partnership working

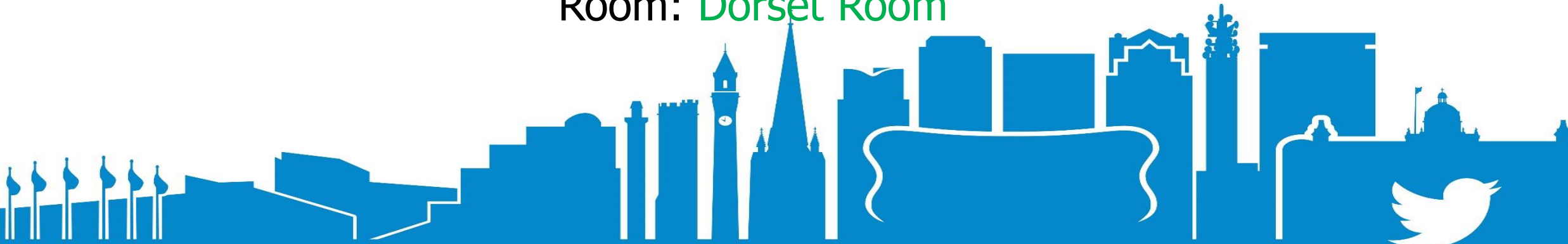
Speaker: Anna Robson (Livin)

Louise Lee (Mears Group)

Carley Glover (Mears Group)

Chaired by: Peter Long (Basildon Council)

Room: Dorset Room



Delivering a digital change through partnership working



Making People *Smile*



The partnership

- Background and context – the partnership between Mears and livin
- New opportunities – building on an excellent service
- The commitment to improvements



The digital transformation journey so far



Where to start?



What happened next?



What change looked like



Principles



**FOCUS ON THE
BUSINESS AND USER
NEEDS.**

Agile Digital Services Principle 1

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DELIVER ON TIME.

Agile Digital Services Principle 2

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COLLABORATE.

Agile Digital Services Principle 3

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**NEVER COMPROMISE
QUALITY.**

Agile Digital Services Principle 4

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**BUILD
INCREMENTALLY
FROM FIRM
FOUNDATIONS.**

Agile Digital Services Principle 5

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**DEVELOP
ITERATIVELY.**

Agile Digital Services Principle 6

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**COMMUNICATE
CONTINUOUSLY AND
CLEARLY.**

Agile Digital Services Principle 7

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**DEMONSTRATE
CONTROL.**

Agile Digital Services Principle 8

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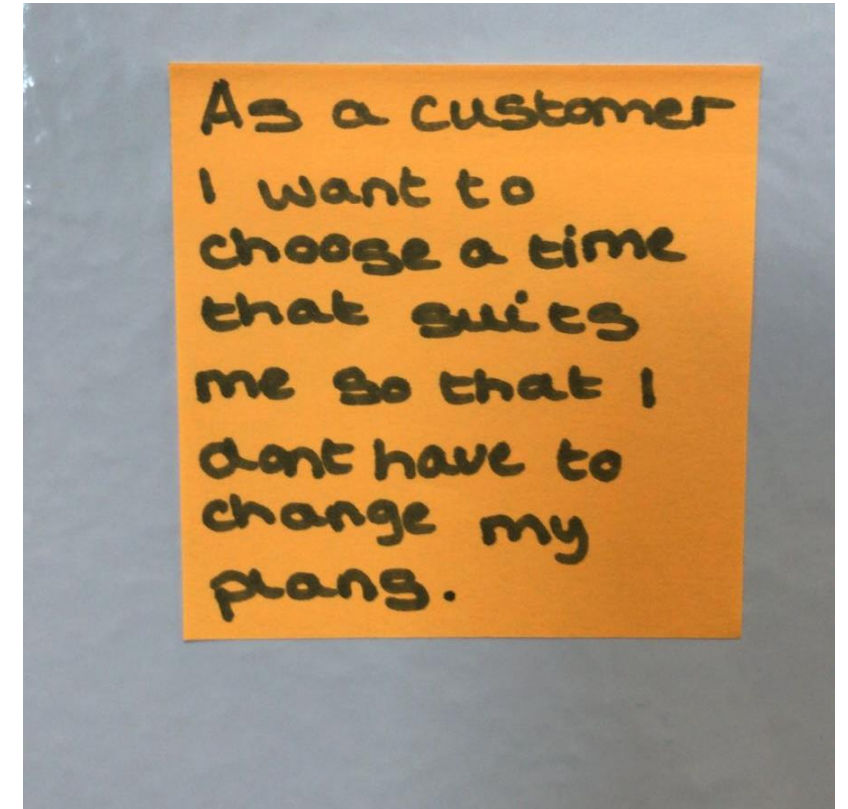
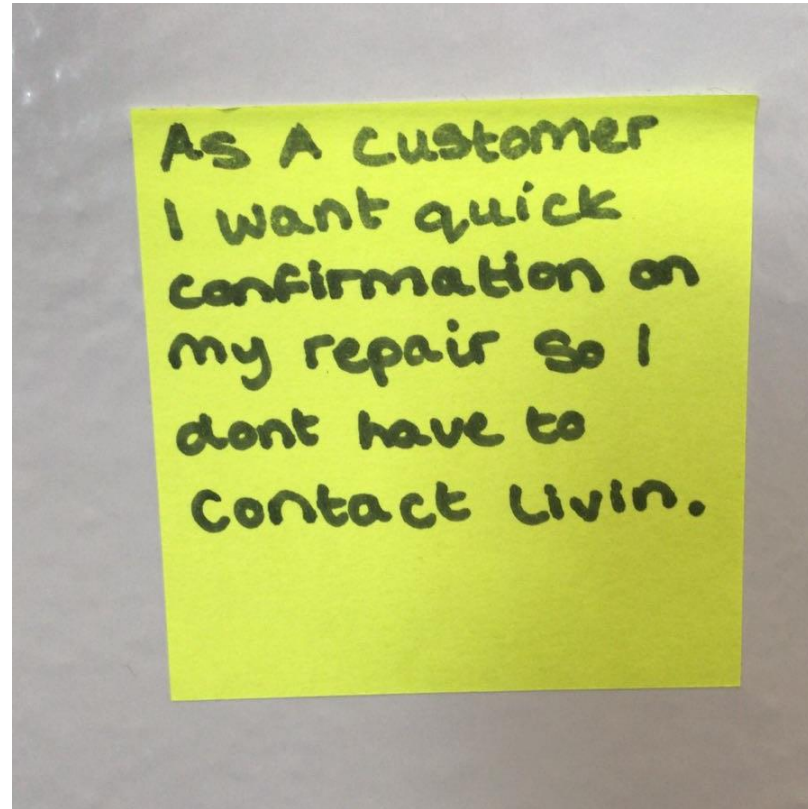
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User stories

As a.....

I want.....

So that.....



Stand-ups



Lessons learnt

ABC





The future

- Phase 2 for self-service functionality
- Standardised approach – Mears web services