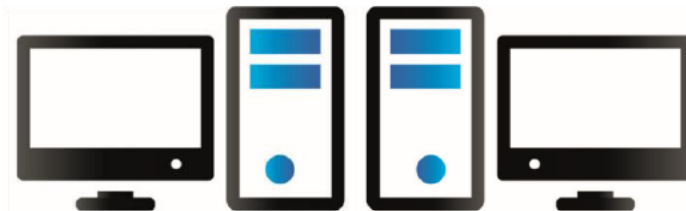




2023



Digital Audit capabilities

- 1 Audit Technology (ATP integrated strategic solution -Power Apps)
- 2 Audit Automation (Digital Audit, Embedded Analytics, Sampling)
- 3 Analysis tools (IDEA, Oak, @Risk, ATLAS, STATA, QGIS)
- 4 VFM applications (One Stop Shop, Guidance, Surveys, Publishing)
- 5 Visualisations (Power BI)
- 6 Data analytics (Python, R, Shiny Server, JSON, NLG)
- 7 Data transfer, Storage, Management & Collaboration
- 8 Website & extranets
- 9 Correspondence tracking, FOI & Exchequer



Digital Workplace capabilities

- 1 Financial Force (ERP services) & payroll
- 2 Business intelligence & corporate performance dashboards
- 3 Intranet & Guidance and wider communication services
- 4 Document & records management (SharePoint online)
- 5 Messaging & digital telephony (email, IM, calendar – Outlook & Teams)
- 6 Conferencing (VC, meeting room AV)
- 7 Office automation & productivity (Microsoft 365)
- 8 Incident, asset, response & knowledge management (ServiceNow)
- 9 Service, incident, availability, end user device management (3rd party support)



Technology Enablers & Digital Assurance

- 1 Laptops (1,250), desktops (25), monitors (700)
- 2 Phones: desk phones (10), mobiles (200) & BYOD (750 active)
- 3 Digital networks (all corporate connectivity, internal & external)
- 4 100+ databases on multiple cloud data centres in Azure
- 5 Secure content/data: storage, transfer, search, print, copy & scan
- 6 NAO integration services (data sharing across all digital systems)
- 7 10 physical servers and appliances, 75+ cloud services
- 8 Advanced threat protection for NAO information, identities & devices
- 9 Digital information assurance management – vulnerability & threat prevention / detection & response

36 Digital Services

- 1 Digital Services Leadership Team (4)
- 2 Service Management & Commercial (6)
- 3 Strategic Platforms (10)
- 4 Projects, Testing & PMO (4)
- 5 Data Services (5)
- 6 Operations, Cloud & Mobility (7)



Total cost of NAO Digital Services (£6.74m in 2023)

- 1 Operations (£1,430,000)
- 2 Network & Telecoms (£600,000)
- 3 Cloud Services (£1,755,000)
- 4 Capital (£950,000)
- 5 Staff (£2,000,000)



Over 50 digital contracts (totalling £3.5m)

- 1 Communications (£385,000)
- 2 Outsourced support services (£1,000,000)
- 3 Microsoft (£1,000,000+)
- 4 Infrastructure (£100,000)
- 5 Data Analytics (£100,000)
- 6 Financial Force, XCD, Thrive, Payroll (£500,000)
- 7 Printing & other small contracts (£100,000)



Demand led service provision (£0.5m)

- 1 Demand led & project related non-contract activity (£500,000)

2023 digital programmes

- 1 Audit Transformation Programme (ATP)
- 2 New Strategic Support Provider
- 3 Corporate Reporting Enhancements
- 4 Service Now Phase 2 – Integration & Enhancement
- 5 Network Upgrade, workspace planning & Newcastle office move
- 6 Cloud transition (Database Migrations, ceasing on-prem workloads)
- 7 Enhanced video conferencing (Hubs, Audio, Auditorium, Teams)
- 8 Content, Collaboration & Integrations (LogicApps, Extranets, FOI, VFM)
- 9 Continuous improvement across all Digital Services

