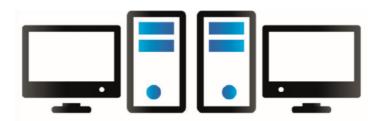**Digital Services on a page**

2022

Digital Audit capabilities

1. Audit management (Pentana), Risk & Response (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 (Tableau, 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 management (ServiceNow)
9. Service, incident, availability, change & asset management (3rd party support)

Technology Enablers & Digital Assurance

1. Laptops (1,250), desktops (25), monitors (900)
2. Phones: desk phones (10), mobiles (250) & BYOD (652 – 428 active)
3. Digital networks (all corporate connectivity, internal & external)
4. 100+ databases on 3 data centres in London, Newcastle & Azure (cloud)
5. Secure content/data: storage, transfer, search, print, copy & scan
6. NAO integration services (data sharing across all digital systems)
7. 50 physical servers and appliances, 50+ cloud services
8. Advanced threat protection for NAO information, identities & devices
9. Digital information assurance management – vulnerability & threat prevention / detection & response

33 Digital Services & 9 ATP people

1. Digital Services Leadership Team & Commercial (4)
2. Service Management & Operations (8)
3. Cloud, Network & Mobility (4)
4. Projects & Process Management (7)
5. Data Analytics & Application Delivery (10)
6. Audit Transformation Programme (9)

Total cost of NAO Digital Services (£8m in 2022)

1. Operations (£1,388,000)
2. Network & Telecoms (£500,000)
3. Cloud Services (£1,463,000)
4. Capital (£2,900,000)
5. Staff (£1,800,000)

Over 50 digital contracts (totalling £2.98m)

1. Communications (£385,000)
2. Support services (£860,000)
3. Microsoft (£910,000)
4. Infrastructure (£148,000)
5. Financial Force, XCD, Payroll (£475,000)
6. Data Analytics (£107,000)
7. Printing & other small contracts (£96,000)

1. Demand led & project related non-contract activity (£370,000)

2022 digital programmes

1. Audit Transformation Programme (ATP)
2. Strategic Support Contract re-tender
3. End User Device Management & Refresh A&E (Laptops & mobile phones)
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