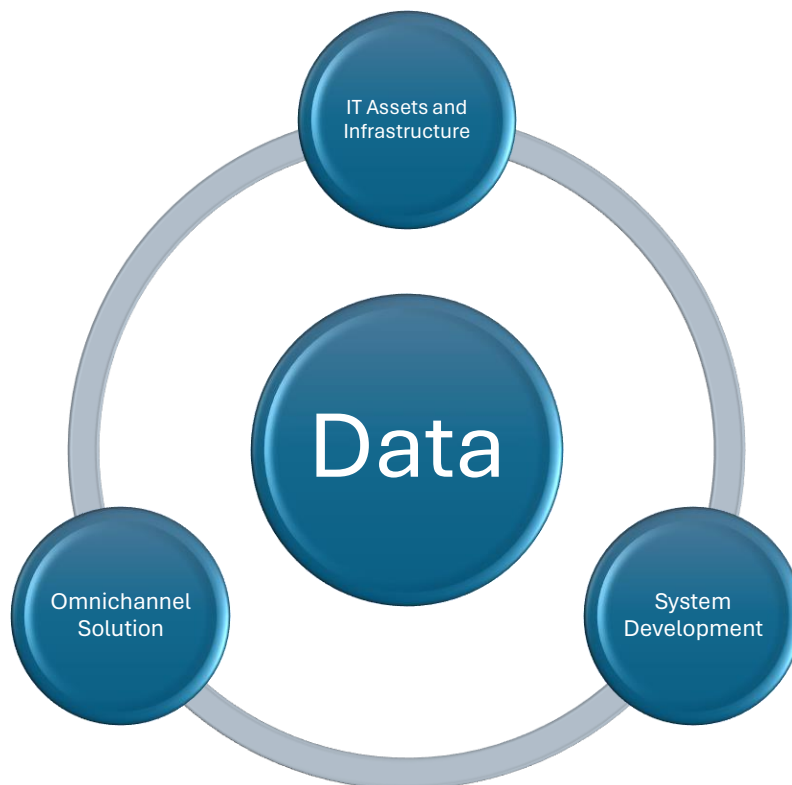


## IT Strategy 2024-27

### Strategic Themes

The main strategic themes moving forward are as follows:

- Data
- System Development
- Omnichannel Solution
- IT Assets and Infrastructure



### Data

The integrity of our data underpins the entire ICT Strategy. Its vital that the data we collect, and store conforms to these principles:

- Quality and Accuracy
- Availability
- Security

The systems we have are only as good as the quality of information and the methods of collection and storage. The Regulator of Social Housing has made it clear that they believe you can only be an excellent organisation if you have excellent data. They also expect us to keep customer and employee data safe and secure ensuring good security practises are always in place. We need to meet our legal obligations to the Information Commissioners Office in relation to data protection.

We can only make good business decisions if they are based on good analytical data rather than anecdotes. This is enhanced by real time reporting and data dashboards. The use of tools like PowerBi, Infosuite and Mobysoft add sophistication to the data allowing us to see trends, patterns, and themes within the data at glance. Cyber-attacks are an increasingly dangerous threat to the business appearing higher and higher on the risk map. It is vital that we do everything we can to protect the data we hold and provide confidence to our stakeholders that we have good security practices in place. We use a combination of experience and software tools to ensure our data is secure and attacks are responded to appropriately.

## **System Development**

QL and Open Accounts are the core systems within the bdht network. QL provides the central location for the Customer, Property and Tenancy information and Open Accounts provides the central location to all bdht financial information.

Aareon has recently changed the direction of development of the QL product, from doing everything within one system, to now focusing on integrating their product with best-in-class applications who specialise in their areas.

Our strategic areas of development with the QL Housing System would be :

- Integration with Open Accounts
- Development of P2P solution.
- Management of Health and Safety Compliance Information – C365
- Predictive Analytics – Mobysoft Rents and Repairs Sense
- Form and Mobile Development – Versaa
- Enhancing the scheduling tool – DRS

## **Omnichannel Solution**

It's more important than ever that we communicate well with our customers, they have higher expectations and when we get complaints, poor communication is often cited. At present our communication methods are disjointed often resulting in either missed or repeated conversations. The bulk of our communications are still via telephone and other methods of communication are limited; we are not making the most of the technology available. There are often communications which happen outside of the core systems, resulting in gaps in service delivery.

Through the use of a new integrated unified communications system, we are aiming to pull various methods into one centralised location, primarily managed by our Customer Experience Team. This should result in higher customer satisfaction and increased efficiency.

There is a growing need for customers to have the ability to self-serve. Whilst bdht customers can log repairs, raise contacts, and make rent account payments via the existing website, there is a need for a customer app that increases that functionality and availability.

## **IT Assets and Infrastructure**

For the business to function on a day-by-day basis, there has to be a reliable and robust IT Infrastructure and service. Although this is primarily still hardware and software, the delivery is now much different. Where only 10 years ago, everything was physically connected, we are now operating in a far more agile world and our IT infrastructure must support the flexibility of staff.

Having said that, those new methods must still ensure that systems are secure, backed up and data is protected. The IT strategy needs to be backed up with solid and robust Disaster Recovery plan. Equally you can only deliver the strategic objectives details in this strategy with motivated, well-trained IT Team.