IT Strategy & Digital Review

"Smartdesc have helped us develop a new mind-set for IT & Digital. With their expertise and practical application, they have created plans that have enabled us to secure new funding to kick start our IT & Digital transformation"

Jo Youle, Chief Executive,
Missing People

the project

Background

Missing People is the only charity in the UK which is dedicated to bringing missing children and adults back together with their families.

Missing People were looking for an external partner to review their approach to IT & Digital and establish a strategy aligned to the organisation's ambitious five year plan.

Situation

Missing People were operating a sound system, developed over time, but development of the IT was needed to ensure the IT was fit for the future, necessitating new investment. The charity knew that hardware and applications hosted on-site needed updating and that Missing People were in need of an overarching transformation strategy.

Missing People also recognised the industry development which is seeing IT, Digital & Data teams needing to work more closely than ever before and were keen to undertake a Technology Assurance Review of these functions.

Smartdesc was chosen by Missing People to conduct a full and detailed independent review of all aspects of IT, Digital and Data across the charity, including stakeholder interviews and workshops, a systems/applications review, digital capability review, supporting IT infrastructure review, service delivery review, budgeting and planning review, governance review, a security audit and a disaster recovery review.

Solution

The output was a comprehensive report describing the emergent themes, challenges and opportunities,and set out a strategy spanning systems and technology principles, culture, processes, skills, team structures, budgeting & planning, approaches to measuring success, project management, change management and an overarching guiding vision.

In addition to the in-depth review, the report offered practical steps to commence the transformation. A single programme roadmap was included, which laid out the projects that should be undertaken, how they would fit together and how they could be funded.

Moving Forward

Missing People is implementing the recommendations in full, seeking investment to achieve the full strategy and partnered with Smartdesc to oversee the coordination of the programme.

Smartdesc worked jointly with Missing People to successfully bid for a key IT & Digital grant that is now funding the transformation programme.

Result

➢ **A full review of the IT function highlighting areas for improvement and cost savings.**

➢ **Complete independent review of the digital and data across all areas of the organisation.**

➢ **Valuable Insight and feedback from stakeholders.**

➢ **A bespoke roadmap outlining practical steps for Implementing the strategy and projects.**

➢ **A successful application for funding for the Digital Transformation programme, implementation and relevant projects.**

Registered charity in England and Wales (1020419) and in Scotland (SC047419)

A lifeline when someone disappears