



Driving Digital Transformation

Colm Daly

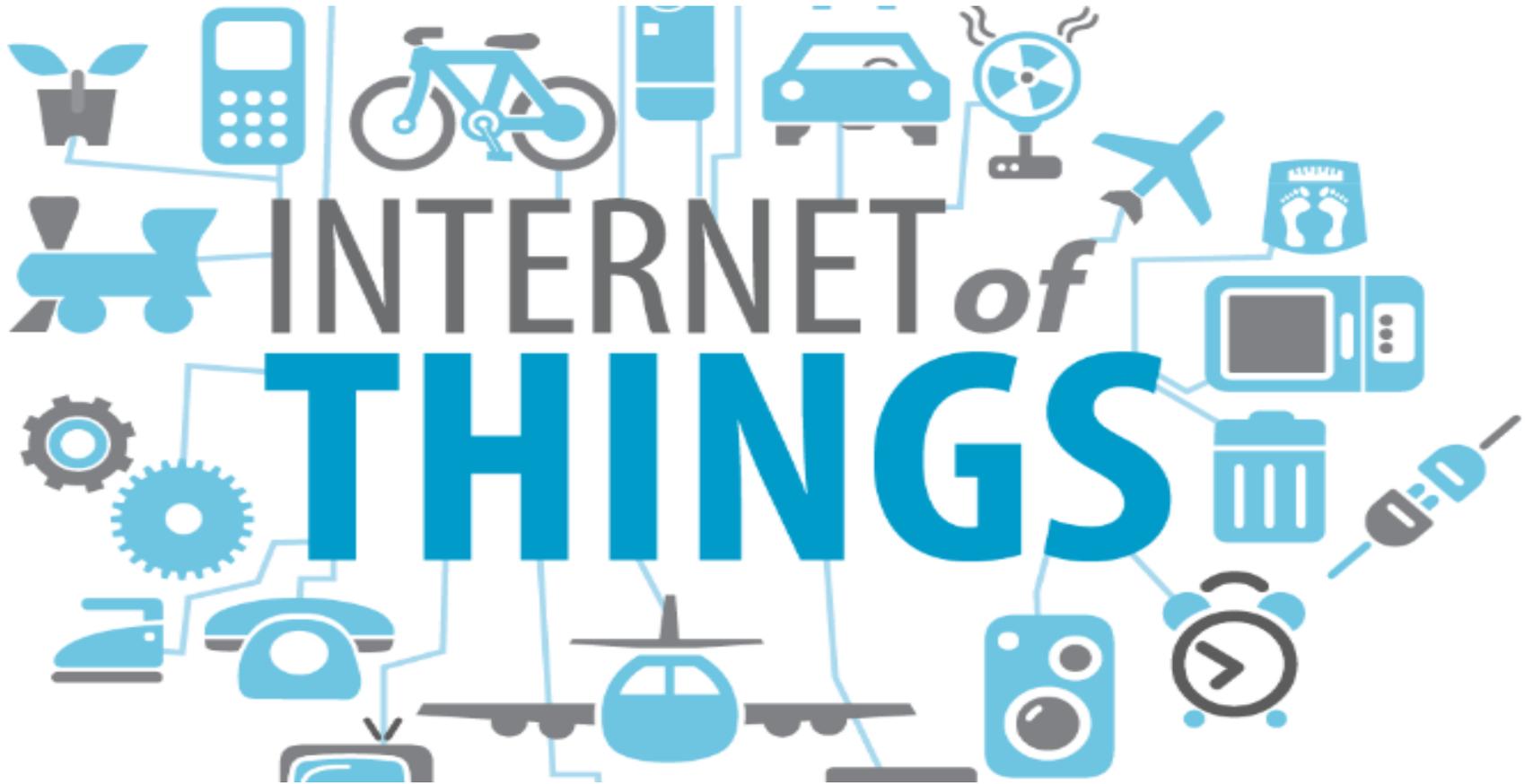
Hello!

A hand is holding a small, white sticker with a black outline. The sticker features the word "Hello!" written in a black, cursive font. Below the text is a simple smiley face with a yellow face and a black outline. The background is dark and out of focus, with a large, bright, warm light source creating a bokeh effect.

Before the Internet was a thing...



...Now things are the Internet



and Everything happens somewhere



	UK	Northern Ireland	Wales	Scotland		Northern Ireland Urban	Northern Ireland Rural
Bundling	81%	79%	79%	72%	Proportion of homes with a bundle of services ¹	77%	83%
Computer devices	 29%	15%	28%	20%	Proportion of homes with a desktop PC	16%	14% ⁺
	 64%	54%	58%	51%	Proportion of homes with a laptop	53%	55%
	 58%	62%	61%	56%	Proportion of homes with a tablet	60%	66%
Television	94% ⁺	98%	96%	97%	Proportion of homes with a TV	98%	98%
	62%	64% ⁺	60% ⁺	61% ⁺	Proportion of TV homes with any paid-for TV	60% ⁻	70% ⁺
	 49%	52%	49%	46%	Proportion of TV homes with any free-TV	50%	57%
	38% ⁺	33% ⁺	36%	32% ⁺	Proportion of TV homes with smart TV	36%	28%
	83% ⁺	83%	86%	81%	Proportion of HDTV homes with an HDTV service	79% ⁻	88% ⁺
	 71%	62%	76%	69%	Proportion of homes who watch on-demand content*	56%	68%
	32%	24%	25%	35%	Proportion of homes with a subscription to paid-for on-demand content*	21% ⁻	29% ⁺
Radio ²	 90%	89%	92%	87%	Average weekly reach of radio services among adults 15+	/	/
	21%	21%	23%	21%	Average weekly listening hours among adults 15+	/	/
	 57%	57%	58%	53%	Ownership of DAB radios among adults 15+	/	/
Landlines and mobiles	94%	94%	94%	90%	Proportion of adults with mobile phone	95%	93%
	76% ⁺	76%	74%	70%	Proportion of adults with smartphone	76%	75%
	76% ⁺	74% ⁺	66%	83% ⁺	Proportion of smartphone owners with a 4G service	72% ⁺	77%
	 82%	84%	80%	81%	Proportion of homes with a landline phone	82%	88%
	60% ⁺	45%	54%	49%	Proportion of homes who have ever used VoIP	43%	48%
Internet	88%	83%	84%	77%	Proportion of homes with internet access	82%	86%
	83%	79%	79%	73%	Proportion of homes with broadband	76%	84%
	66%	68%	58%	57%	Proportion of people who use their mobile phone for internet activities	67%	69%

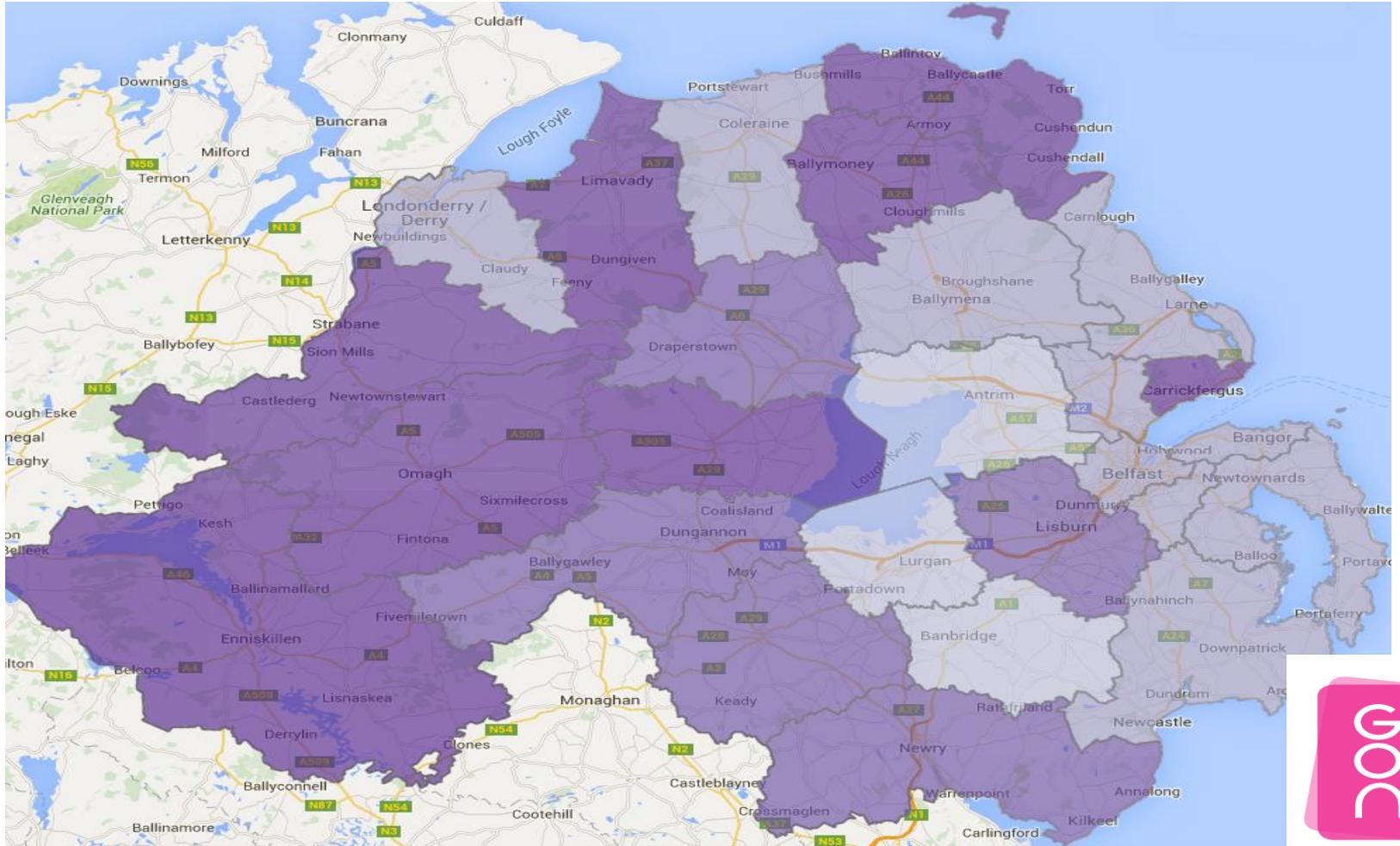
Assisted Digital Support

Helping everyone use new digital services

Access	Skills	Motivation	Trust
Accessibility	Literacy skills	Risks	Identity
Location	Digital skills	Necessity	Security
Cost	Security skills	Financial benefits	Standards
Technology	Confidence	Social benefits	Reputation
Infrastructure		Health and wellbeing benefits	
Language			



Assisted Digital Support



Digital Transformation Programme

- Programme to deliver Digital Transformation for EA
- Aligned with EA's Strategic Plan, Vision, Mission and Values
- Digital First and People First
- Service design, not just digitisation!
- Children and Young People at the centre



Transforming School Transport

Mainstream Applications:

Transport Assistance Awarded **(74,675)**

- Translink Passes (46,065)
- EA Buses (20,026)
- Private Operator Buses (4,508)
- Parental Allowances (4,013)
- Other – Strangford Ferry, Rathlin Ferry (63)

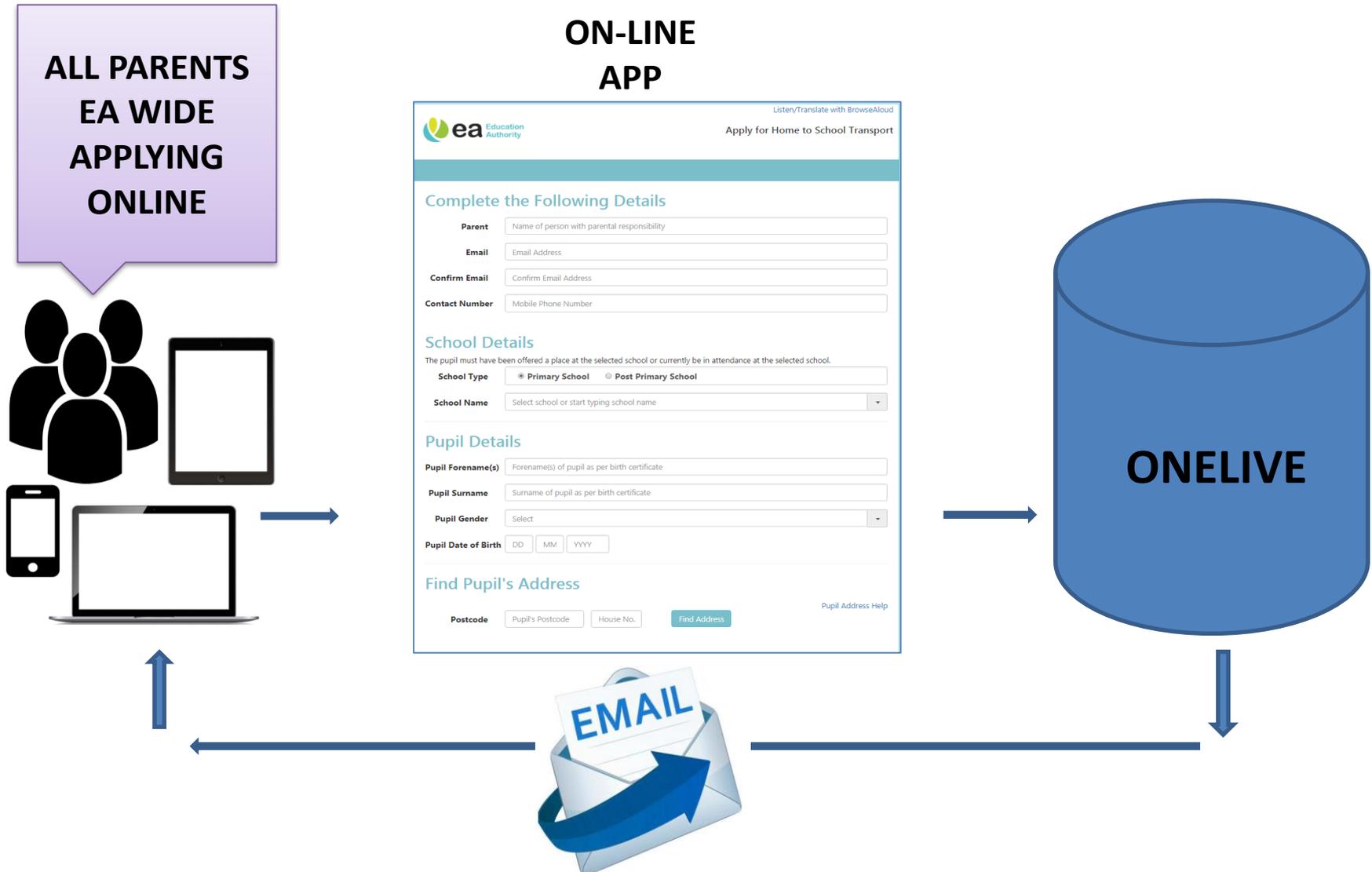
Transforming School Transport

The Challenge...

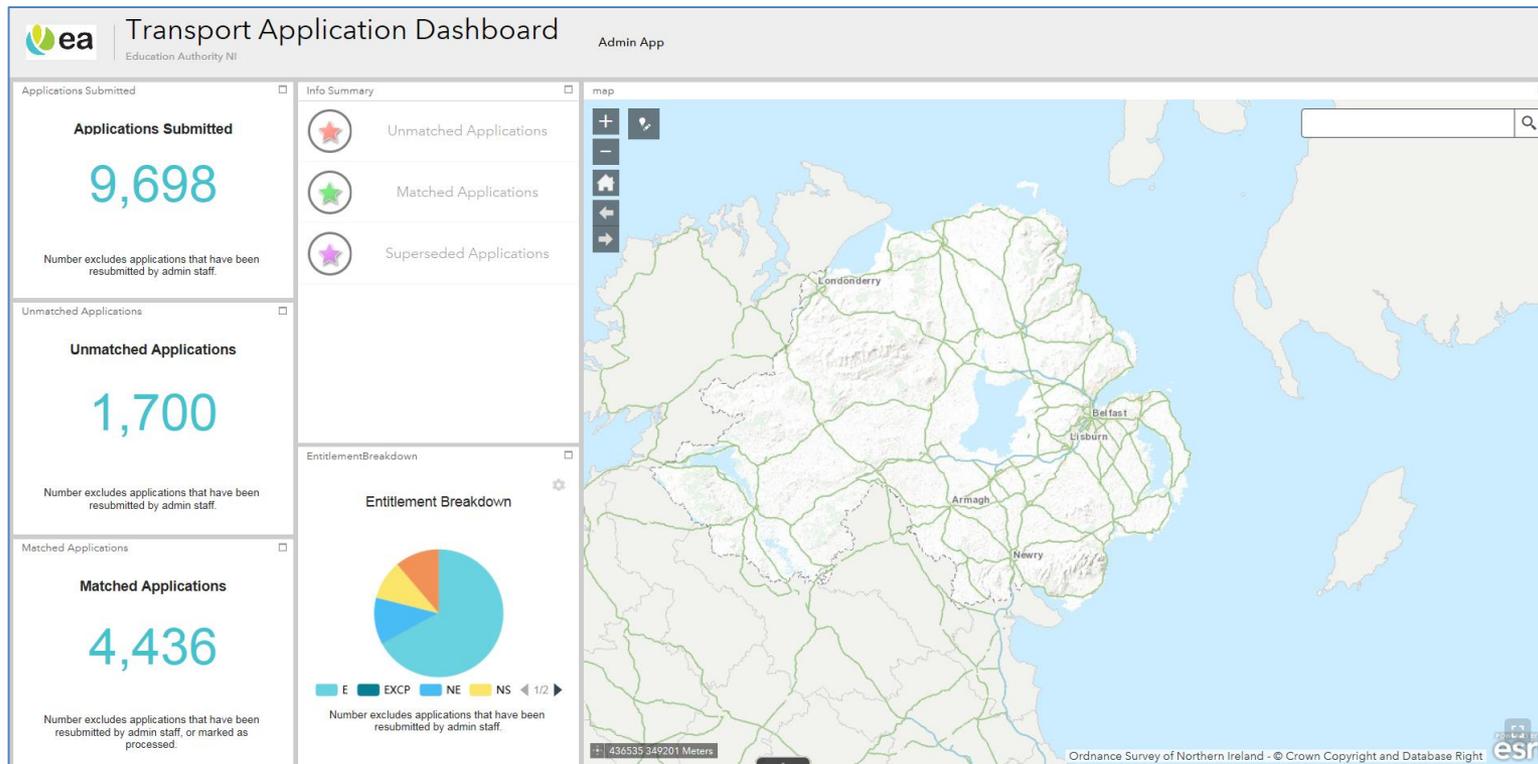
- **Digitally transform and enhance the Application and our Business Process**
 - **reduce/eliminate manual applications and input**
 - **speed up responses**
 - **communicate with parents digitally**

How would we achieve this?

Transforming School Transport



Transforming School Transport

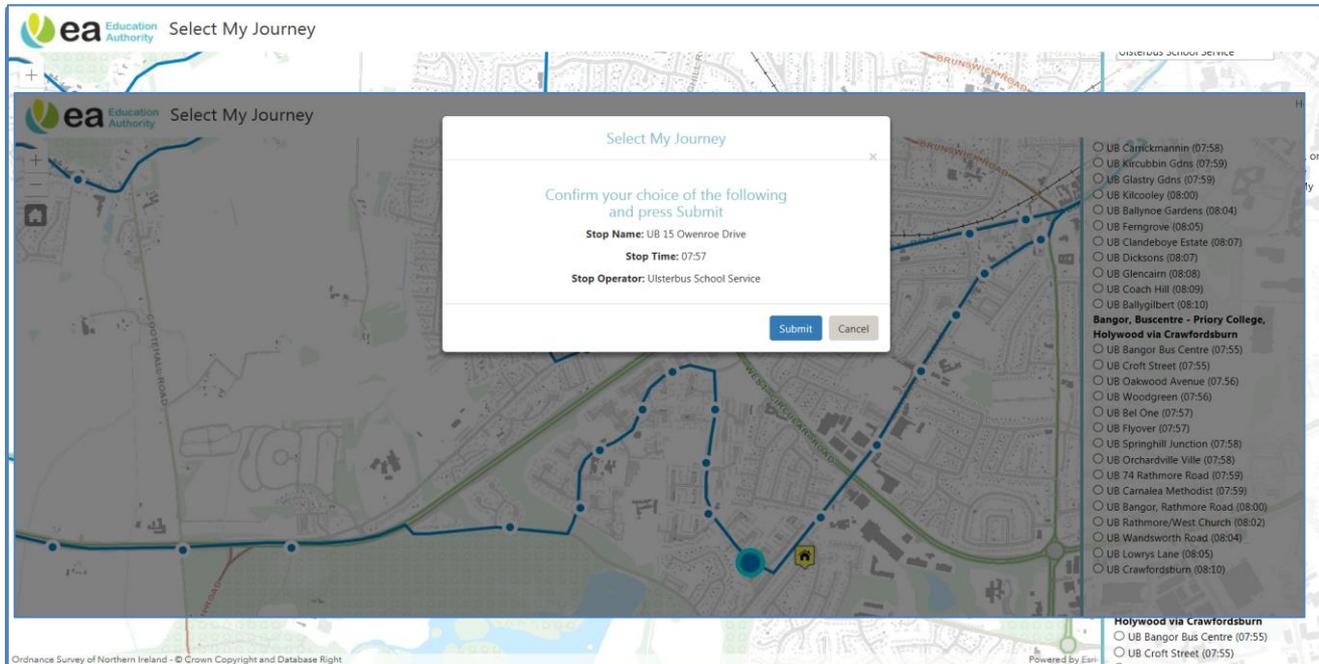


How has this improved our Business this year??

- Processing time for Admin User reduced from
 - **20-40+ minutes to between 3-10 minutes**

Transforming School Transport

Beta 'Select My Journey' Application – Allowing parents to choose their child's Mode of Transport and Boarding Stop



Digital Admissions



Current Digital Admissions Process

- Largely unchanged since the introduction of admissions legislation in 1997
- A parent/guardian must submit a paper application form for admission at each stage of the education lifecycle i.e. pre-school, primary and post-primary school.

Sector	No of settings 2017/18*	Estimated volume of paper forms/sheets
Pre-School	721	89,133
Primary	805	72,708
Post Primary	199	276,400
14+		1,200
Total	1,725	439,441

Estimated volume of paper forms/sheets of documentation associated with the admissions procedures 2018/19

Digital Admissions

- Challenge is to provide a Modern, Efficient and Easy to Use School Admissions Service
- Approximately 75,000 paper based applications are considered annually for Admissions.
- Estimated at 500,000 pieces of paper across EA and 1,500 schools/play groups
- Engagement via a series of workshops was held in June for pre-school providers and primary schools across Northern Ireland.

Apply for School places from January

Don't have an account? Please [register](#)

Email Address

Password

Login

[Forgotten your password?](#)

Welcome to the Parent Portal for the Education Authority (Northern Ireland)- TEST ONLY

The parent/guardian of any child who does not have a statement of special educational needs can use this portal to apply for a place in a funded pre-school setting or in a primary school. Before doing so for the first time, you will need to register your details by clicking on the Register tab.

Following successful registration you will be sent an email which contains a link to the login page.

Schools Portal

✓ You can now rank your school admissions applications. Please note that changing or removing the ranks will not directly affect the offer statuses for these applications, including places offered. Offer statuses can only be updated by the Local Authority

Receiver Summary

PAN: 10

Spaces: 9

Applications: 2 (1st Pref: 2)

Offered: 1 (1 Male, 0 Female)

Ranked: 1 Unranked: 1

Waiting List: 1 Refused: 0 No Longer Required: 0



Next >

Download

Show/Hide columns

Choose sort order

Clear All Ranks

Filter: All offer statuses, Verified and unverified applications, Ranked and Unranked, On-time and late

All offer statuses



Verified and unverified applications



Ranked and Unranked



On-time and late



Clear Filters

Highlight



applications added between

dd/mm/yyyy



and

29/04/2016



2 Student(s)

Offer status	Rank	Student name	DoB	Gender	Student ID	Current school	Catchment	Distance (miles)	Postcode	Address	Sibling verified	Pub care
Not yet processed	5 ✓	Aglukark, Dave	05/09/2002	Female	9040083	881 2789 Beehive Lane Community Primary School			Z5 6BD	5 Church Street, Carbrook, Charlietown, Perfshire, Z5 6BD	✓	
			Rename							6 Lower		

Benefits for Parents & Schools

- 24/7 access to service
- Meet the expectations of parents regarding use of modern technology. Assisted Digital Support (DTS) and help with accessibility
- Access available via various channels including devices at home (Broadband), Mobile Phones, Schools and other locations.
- Ability for parents to review/amend application until closing date
- A new app to allow parents to check if eligible for school transport in **advance** of making an application for a school place

Benefits for Schools:

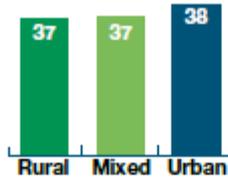
- Provide more timely access to information on applications.
- Speeds up processing of applications
- Enhances data quality and manipulation of information
- Retains ability for face to face contact with parents as part of the process
- Improves accessibility to Digital Admissions service
- Potential to continue to reduce bureaucracy
- Further opportunities for co-design of the future transformation of the admission process
- The service is accessible outside of C2k network
- Potential for real time/ live admissions information for EA, schools and DE.

Did you know...

● = Rural ● = Urban



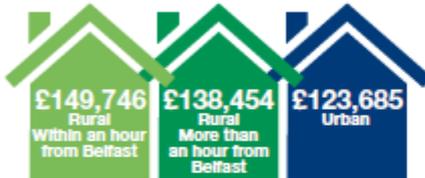
Around 670,000 people live in rural areas



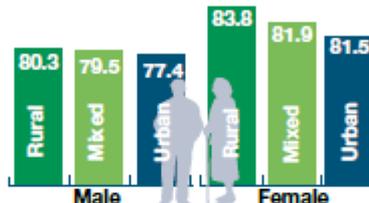
Average age



Median weekly income



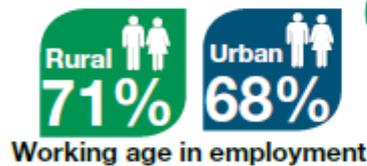
Average house prices



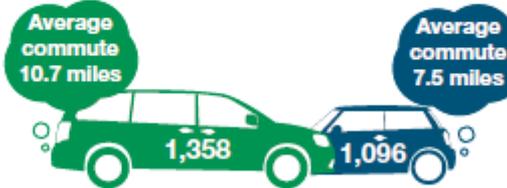
Life expectancy (years)



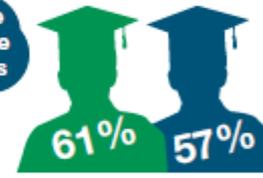
Total tourist expenditure on overnight trips



Working age in employment



Commuting miles per year



School leavers with 2+ A levels



Housing Tenure



High personal happiness rating

SBRI – Immersive Tech



