



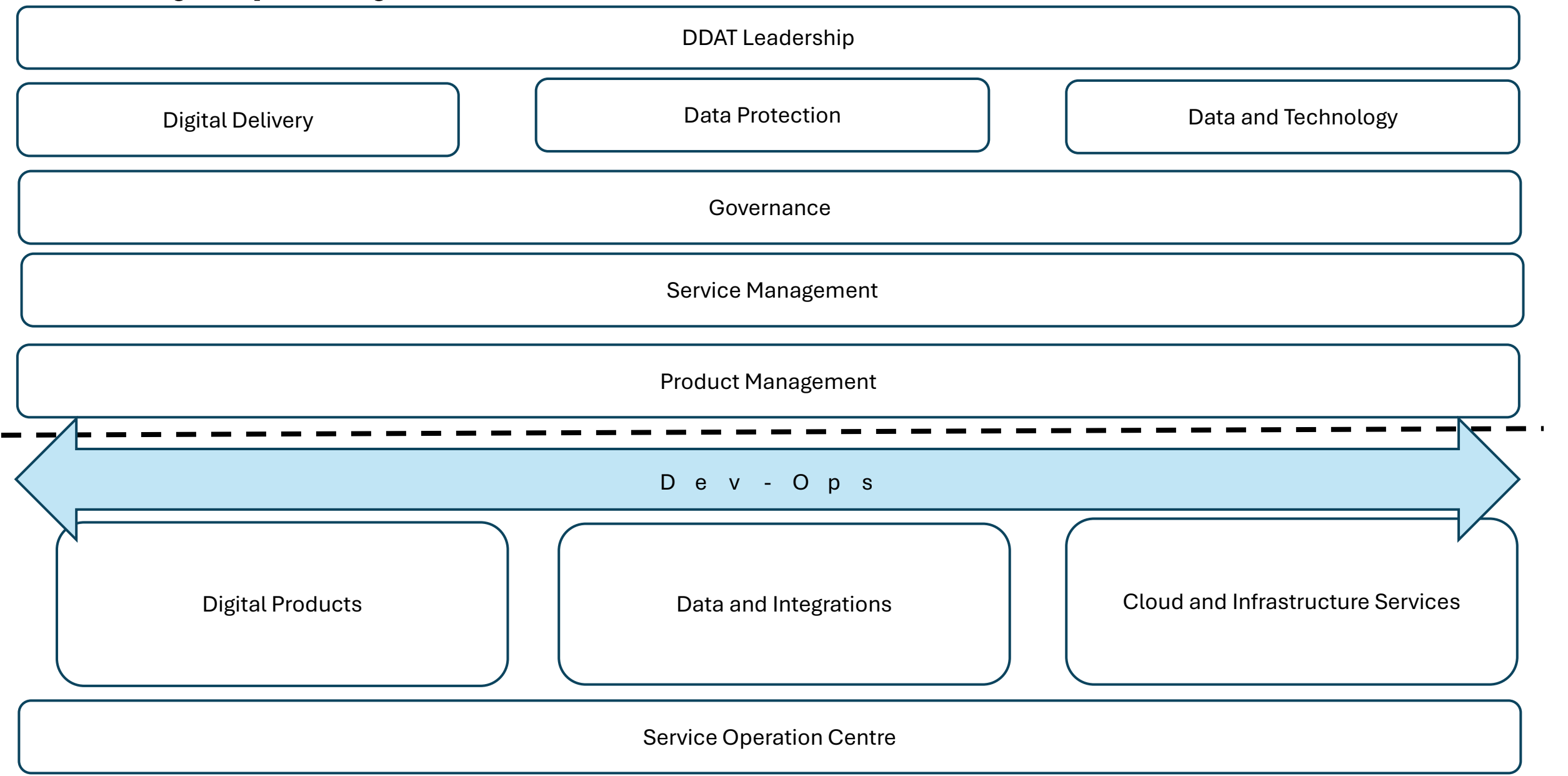
**DIGITAL, DATA AND
TECHNOLOGY**

**YOUNG LIVES
vs CANCER**

Blueprint – A Postcard from 2028 – Programme Outcomes

	Category	Outcome
1	Technology and Data	a. We have future proof, scalable, enterprise platforms and all of our legacy systems and infrastructure has been decommissioned.
		b. Technology roadmaps are fully aligned to a future that embraces AI and automation, we have effective governance for this in place and we can make informed technical decisions.
		c. We have an integrations that ensure data is consistent and wherever possible staff and supporters only enter data once.
		d. We have a data platform that can support innovation and insight. This data is easy to access for those that need it.
2	Workforce	a. Are supported to use technology well.
		b. Can use approved AI tools to assist with their work.
		c. Have systems that are easy to use.
		d. Have streamlined and optimised business processes.
		e. Can access data easily and have personalised data dashboards
3	Supporters	a. Data is stored securely and retained only as long as necessary.
		b. Receive personalised and timely communications.
		c. Find it easy to navigate our digital services, can interact and transact with us easily.
		d. Generate increased income.
4	North Star	a. We have the technology, process and ways of working to enable the delivery of our strategy, taking us toward the North Star.
		b. We become a trusted 'data centre' where our partners are willing to share their data with us to enable system wide insight.
5	Planning	a. Decision making is data driven as data insights are easily available in real time.
		b. Analytics enable targeting of marketing and engagement as well as aiding supporter retention.
		c. Finance data is accurate, and financial planning for the short, medium and long term is possible.

DDaT Target Operating Model



DDaT Target Operating Model – Functional Responsibilities

DDaT Leadership – Strategy, Policy, Operating Model. Audit, Contracts, Budgets.

Digital Delivery

Data Protection

Data and Technology

Service Desk
IT Support
Digital Products
Change Advisory Board
Continuous Improvement
Business Relationship Management
Project and Programme Management
PMO Relationship
Benefits Management
Business Analysis
UX Training

Data Protection
Information Governance

Information Security
Architecture
Standards
Compliance
Risk
Technical Design Authority
Infrastructure and Cloud Ops
Networks
Resilience and Disaster Recovery
Data Engineering
Data Analysis

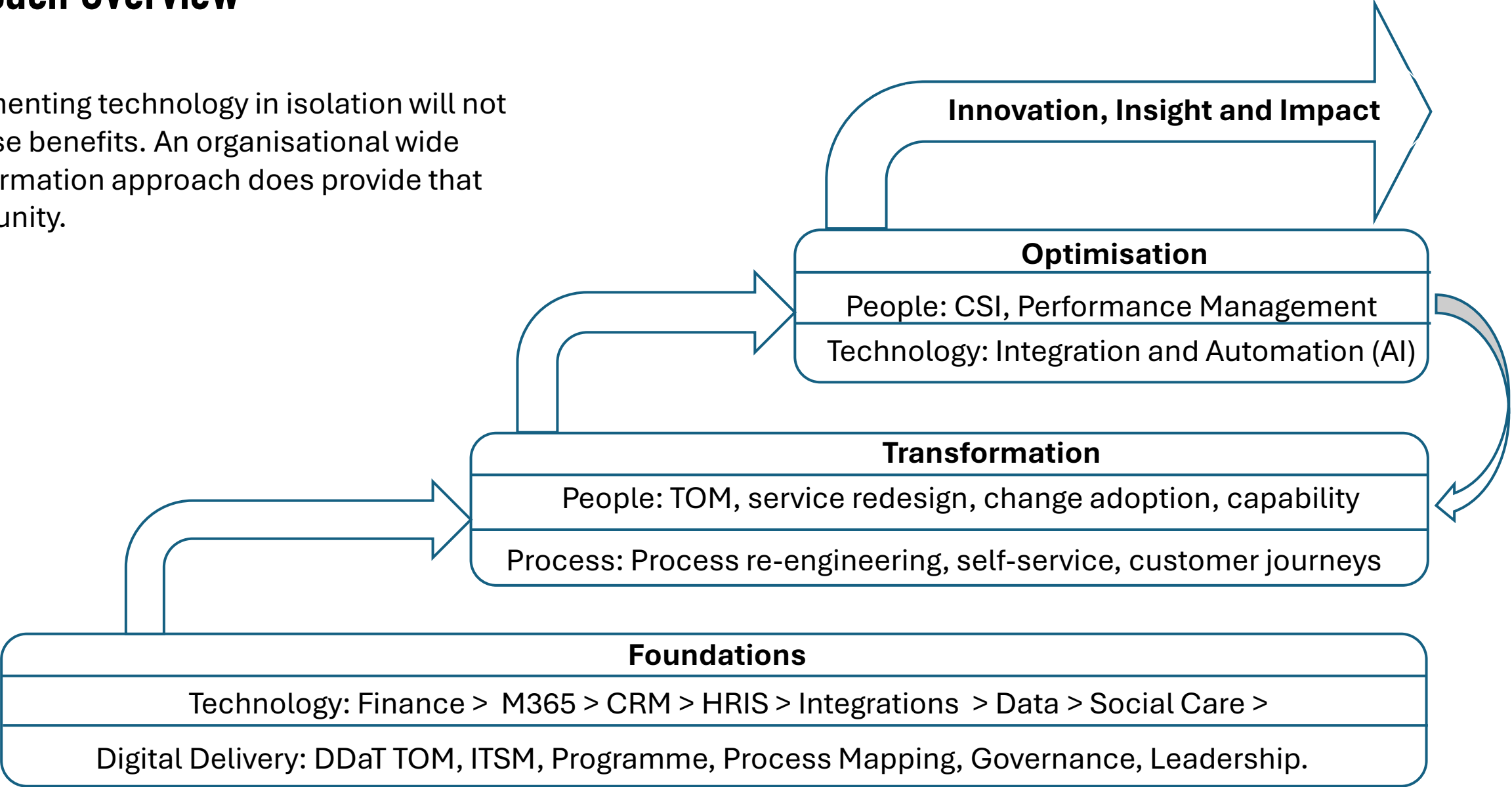
Governance

Service Management

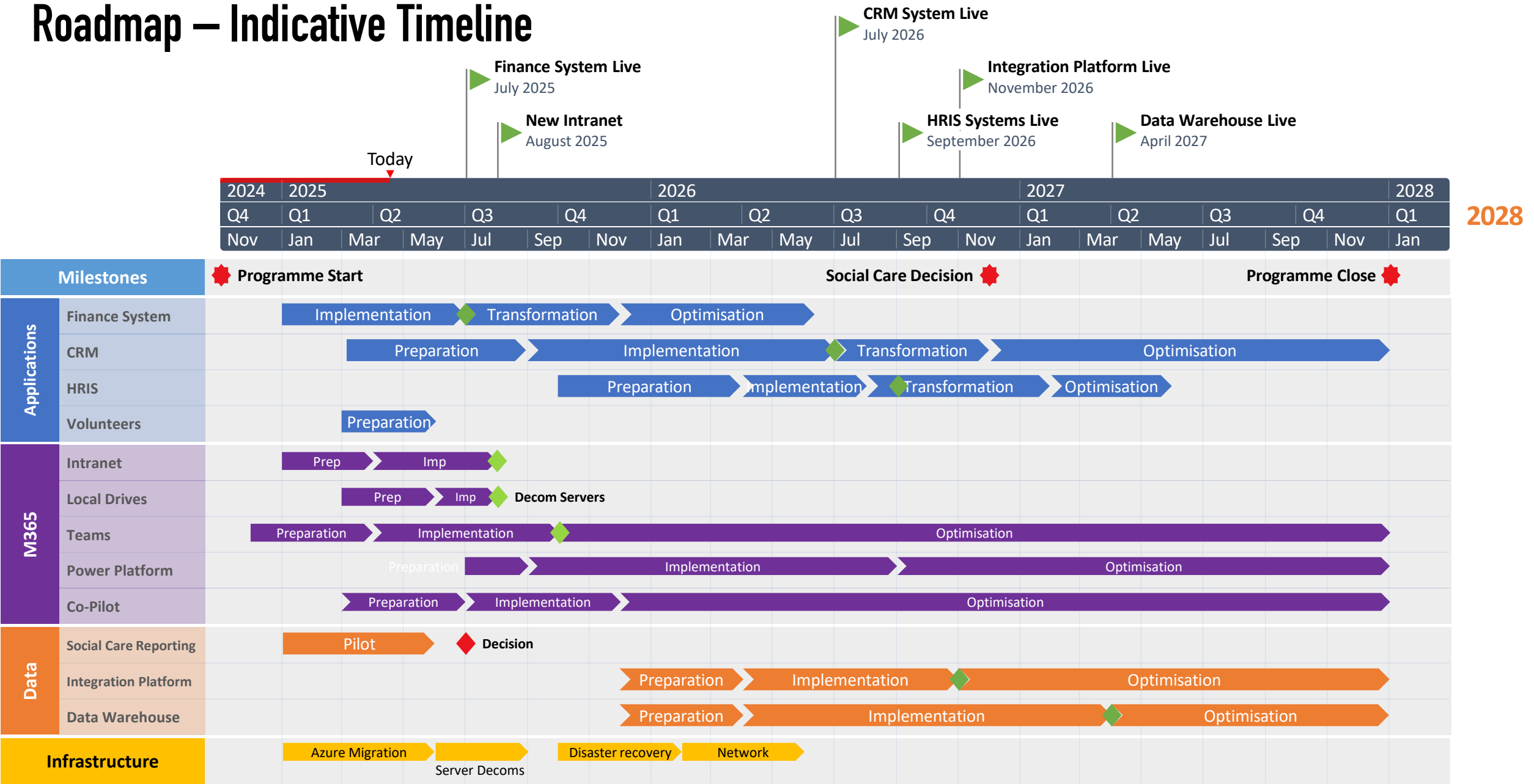
Product Management

Approach Overview

Implementing technology in isolation will not optimise benefits. An organisational wide transformation approach does provide that opportunity.



Roadmap – Indicative Timeline



Projects to be scheduled: ITSM Tool, Website Refresh, Social Care, Digital Asset Management, CAFM, SIEM.