IDS Design Principles

We design solutions to meet user needs and we involve them in that design

Our solutions are simple, intuitive to use and available on multiple channels making it easier for citizens to engage with us online and for staff to work more efficiently.

Our solutions are re-usable with minimal customisation and we maximise their use across the city

Where projects have cashable savings we work with the business to ensure these are realised

We seek innovative ways to utilise technology and automation to improve our city

We cut out operational complexity and inefficiency and make it easy to add new services to our catalogue

We buy unless the build provides competitive valuable advantages

We deliver and buy solutions that comply with our security policies, our legal, contractual and regulatory obligations

We assess risks robustly, accepting risk where appropriate and managing where not

We reduce our legacy investment and move to new cloud platforms