Summary of IBM recommendations

(0) 'Prepare for solution implementation'
This phase is about:
- Establishing project management arrangements the project.
- Identifying and agreeing the data required for Community Planning
- Assessing the city's connectivity infrastructure

To do this they suggest we need to:
(i) Assign a **change management team**
(ii) Agree a **project plan** for implementing the recommendations
(iii) Establish a **project management structure** (to support project governance and ongoing engagement)
(iv) Identify the information that will be required for Community Planning, the '**data architecture**', ie, the data required to make resource/intervention decisions about the city once a Community Planning structure is in place.)
(v) Assess the **physical infrastructure** in terms of connectivity

(1) People: Crea**te a collaborative planning environment**
These are recommendations for **implementing Community Planning**. They include:
(i) Develop a community engagement plan
(ii) Define a Community Planning management system
(iii) Define an approach to joint Community Planning

(2) Process: Define an evidence-based decision-making
It is based on the assumption that interventions will be greatly enhanced by encouraging Council and its partners to share practice, co-ordinate interventions, and increasingly to base our resource decisions on clear evidence of the positive contributions that these interventions have made to achieving shared outcomes. The phase recommends the following:
- **Agree 'success measurements' with our partners**
- **Implement an approach to making decisions**
- **Agree an approach to capture outcome metrics**

This includes:
a. Identify **groups of intervention-level metrics** to offer a way to compare similar types of intervention
b. **Define a single citywide metric** – IBM are recommending a 'subjective-perceptual' measure of locus of control and wellbeing (LOC/WB) or similar
c. **Determine parameters for decision making** – What else do we need to measure to make decisions (eg, value for money)
d. **Weight decision-making parameters** – find a method to weight the measures above.
e. Implement **programme planning and execution model** – Find a method to tie the measures to a repeatable process that enforces good decision-making.

(3) Technology: Management system for providing services and consolidating information
The last phase considers the underlying IT solution that will enable both the collaborative intervention and evidence-based decision-making recommendations. It notes that this needs to be developed alongside the implementation of the decision-making model described in the Process phase above. The authors also note that the use of the system needs to be mandated by the Council.

It recommends:
- A **web-based portal** (which Community, Provider and City hubs to capture and share results between partners and with citizens)
- **Analytics capabilities** within the system to analyse the data to support decision making
- **Database** to capture and manage the data
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Associated with these are suggestions about use of social networks, mobile and wireless networks across the city.