# *DDaT Customer Charter*

# DDaT – Who We Are

*Our vision*

*We are a customer-first department, utilising digital to drive transformation and effectiveness. We are the go-to subject matter experts who enable technologies for the whole Service.*

Building on the fire service's commitment to continuous improvement and excellence, the Digital, Data and Technology (DDaT) Team plays a crucial role in driving innovation and modernisation. This charter serves as an affirmation of the team's purpose, goals, and operating framework.

The DDaT Team will leverage technology and champion a culture of transformation to:

- **Increase efficiency and productivity** across the service.
- **Enhance user experience** and drive business growth.
- **Foster innovation** and agility to stay ahead of the curve.

This charter serves as a roadmap for the DDaT Team, guiding our collaborative efforts and ensuring alignment with the service's overall goals. By working together, the Digital, Data and Technology teams will empower the service to thrive in the digital age.

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**DDaT DEPARTMENT**

1. Overview of DDaT department.  Leadership roles, and how this sits within DSFRS EB / SLT.
2. Main responsibilities within DSFRS and why it is crucial for the Service

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| PROTECT | SUPPORT | IMPROVE |
|---|---|---|
| **PROTECT DSFRS FROM THREATS** | **PROVIDE SUPPORT TO INTERNAL AND EXTERNAL CUSTOMERS** | **CONTINUALLY IMPROVE DSFRS** |
| 1. Summary of how DDaT protect DSFRS from external threats. | 1. Summary of how DDaT provide support to DSFRS on current systems and equipment. | 1. Summary of how DDaT are developing new software and updating existing systems. |
| 2. What teams are involved in this. | 2. What teams are involved in this. | 2. What teams are involved in this. |
| 3. Overview of each team remit. | 3. Overview of each team remit. | 3. Overview of each team remit. |
| 4. When you would contact. | 4. When you would contact. | 4. When you would contact. |
| 5. Team leads and staff. | 5. Team leads and staff. | 5. Team leads and staff overview. |

# 1. Commitment

## 1.1. Clear Communication

We are committed to transparent communication, providing timely updates, and delivering information in a way that is accessible to all. Our goal is to foster a clear understanding of IT services, changes, and incidents, ensuring our communication is inclusive and easily comprehensible.

## 1.2. Security and Privacy

Ensuring the security and privacy of user data is a top priority. We adhere to the highest industry standards to safeguard information, respecting individuals' rights to privacy and confidentiality.

## 1.3. Collaboration

Our aim is to build strong collaborative relationships across all service areas. By understanding everyone's goals, we can align IT services accordingly, fostering a collaborative and inclusive approach to achieve common objectives.

# 2. Delivery

## 2.1. Responsive Support

Our objective is the swift resolution of issues and the provision of proactive support to minimise downtime and disruptions. We uphold a customer-first approach in every interaction, actively listening, and continuously improving to better serve our customers while effectively collaborating with suppliers and vendors.

## 2.2. Training and Education

We are devoted to empowering users with the knowledge and skills they need. Through training sessions and resources, we enhance IT literacy and user experience, promoting inclusivity and equal opportunities for all.

## 2.3. Self-Support and Continuous Improvement

We encourage self-support through best practice guides, coaching, and consistent engagement. Our commitment to learning and adapting as a team enables us to provide high-quality services, always seeking ways to improve and meet the evolving needs of our community through:

- **Comprehensive knowledge base**: We will maintain an accessible knowledge base containing best practice guides, FAQs, and tutorials. This allows users to find answers to common questions and troubleshoot issues independently.

- **Coaching and training opportunities**: We will offer various training options, including workshops, webinars, and online modules, to equip users with the necessary skills and knowledge to utilise our services effectively.
- **Collaborative learning environment**: We encourage open communication and knowledge sharing within the team and with our users. This fosters a collaborative learning environment where everyone can contribute and learn from each other's experiences.
- **Continuous feedback loop**: We actively seek feedback from our users through surveys, user testing, and open communication channels. This feedback loop allows us to identify areas for improvement and adapt our resources and services to meet evolving needs.

## 2.4. Effective Prioritisation

Aligning with organisational goals, we prioritise our efforts on strategic initiatives, major incidents, and reputational issues. This ensures our services are optimised to support the overarching mission of our organisation, promoting adaptability and contributing to sustained success.

# 3. Our Values in Action

## 3.1. Responsiveness

We will **swiftly resolve issues**, keeping users informed through multiple channels and providing clear timelines, while conducting root cause analysis to prevent recurrence and enhance service reliability.

## 3.2. Empowering Through Knowledge

We will bridge the knowledge gap by equipping users with the resources and skills needed to navigate our services confidently and independently, fostering informed decision-making.

## 3.3. Foster Clear Communication

We will maintain **open and transparent communication channels**, actively **seeking user feedback** and ensuring **inclusive and accessible information**. We believe clear communication fosters trust and collaboration.

## 3.4. Building Strong Relationships

We will cultivate strong and collaborative relationships with users, service areas, and external partners. We believe that working together allows us to achieve more and deliver exceptional service.

## 3.5. Our functions

Summary of each function:

- Business relationship management

- Service Delivery
- Information Governance
- Development
- Data, Insights and Analysis