

## **OPERATIONS SUPPORT - FULL BUSINESS CASE**

**Note: This is an extract from the full business case which is available through the Member's Portal**

### **2.0 Executive Summary**

**2.1** The operational support theme seeks to make the most effective use of existing technology already in place at the Council, as well as exploiting the potential of other proven forms of technology. It also looks to generate efficiencies and improvements from adopting standard processes. To achieve this, it is recognised that existing staffing structures will need to be challenged and changed as well as existing working practices. A key aspect of this theme is automation of processes to deliver services. This theme can be classified into three areas, standardising processes, rules based processes and technology.

### **2.2 Standardising Processes**

Many support functions throughout the Council can be simplified and standardised in order to best serve our customers and staff. These have been identified as:

Procurement	General Administration
Payroll Services	Training
Workforce Scheduling	Central Mail Room
Self Service - Transactional personnel functions	Rules Based Processes
Workflow/ Document Management – ICT, Recording & Data Entry, Master Data Management	Additional Service areas
QA, Performance Management & Improvement	

There are different management approaches as to how these efficiencies could be achieved:

- Remove the functions from departments and improve the processes
- Functions stay with departments but improve the processes

At this stage it is recommended that the customer services structure be expanded to take on any central support functions that cannot readily be attached to other areas within the Council. This position will be kept under review as the implementation programme progresses.

### **2.3 Rules Based Processes**

During the implementation phase process maps will be developed. The process maps will ensure that technology is employed in the most effective way and will also target work at the most appropriate grade of staff.

### **2.4 Technology**

Standardising and rules based processes will become more efficient through the use of existing and new technology. The main focus has been on the use of workflow and document management to automate processes. This will allow documents and information to be stored once and accessed by many. This will reduce the amount of storage space required, will ensure consistent information is available for performance management and allow maximum benefits to be realised from the other DBS themes.

**2.5** At this time assumptions have been made to assess the potential savings arising from the workflow and document management aspects of this theme. This has resulted in anticipated savings of £630,000 per year. Further savings are likely to arise from other aspects of the theme and these will need to be assessed further as and when processes are redesigned during the implementation phase.