

OVERVIEW OF TECHNOLOGY ROLLOUTS FOR DBS

CORE PROJECT - CUSTOMER SERVICES

LAGAN Enterprise Case Management (Customer Relationship Management)

- multi-channel Customer Relationship Management (CRM) capability, initially covering telephone, face-to-face and email / online contacts
- Tracking for all customer requests from reporting to resolution. When cases are created, associated tasks can be raised and assigned to work queues for appropriate staff to carry out.
- Integration with back office applications, providing front-line staff with access to service-based information and allowing requests raised in Lagan to be passed back into the appropriate systems.
- The Lagan ECM product can also develop external eforms to support online self-service via the Council Internet site. If required, Lagan ECM can also allow citizens to track cases via the web site.

Electronic Forms (eForms)

Web Site and Electronic Forms

The benefits of introducing online services are similar to those listed above.

Electronic forms also allows the public to request services, pay for services, seek information, provide feedback and make a complaint on a self service basis at the time and place of their choosing.

CORE PROJECT - WORKFORCE DEPLOYMENT

Scheduling Solution

The Council have selected OptiTime to provide a generic workforce scheduling solution providing the facility to match the required work with the staff capable of undertaking the work. The benefits of OptiTime include:

- staff receiving jobs electronically and in real-time thus allowing them to stay in the field longer and resulting in less returns to their office or base.
- Jobs being allocated as soon as the staff member becomes available resulting in more jobs being carried out with less dead time between jobs.
- Jobs being sent electronically one job at a time leading to a more responsive service and increased customer satisfaction.
- Geographic optimisation of routes to reduce travel time and transport costs.

Citrix

Citrix provides a framework for flexible working enabling staff to work at any desk. The benefits of Citrix include:

- Enables applications to be made available from anywhere on the network not just their current PC.
- A desktop image for a service area can be created and maintained remotely.
- Users get the same version of an application and any updates
- Enhanced security as nothing need be stored locally and access to applications can be controlled.

Internet Protocol (IP) Telephony

Enabling staff to operate from any desk will require the allocated telephone numbers to move with the staff. This will be enabled through the development of IP telephony enabling “roaming” telephones. It will be possible to enter a pin number into the telephone handset to ensure calls are diverted to the selected handset.

Microsoft Exchange 2007/Office 2007/ Active Directory

The Council recently entered into a site license for Microsoft products, the current standard for most desktop applications on PCs. This has allowed all staff to be migrated on the newer versions of the Microsoft products, like Office 2007, and moved to a common email system, called Exchange 2007.

A change is also being made to the management of the desktop estate by introducing a Microsoft tool called Active Directory.

CORE PROJECT - OPERATIONAL SUPPORT

Microsoft Sharepoint 2010

The introduction of a Electronic Document Records Management Solution incorporating workflow was identified in the business case as essential in maximising the benefits of the other themes. The Microsoft Sharepoint 2010 solution will be implemented to introduce records management and workflow.

The benefits of an electronic records management and workflow solution include:

- Documents can be stored once and seen by many, removing duplication
- Document security can be applied – who should see what documents
- All information that you are permitted to access on the Document Management system is searchable meaning that information is easier to find.
- Standard filing system and naming conventions will be used for storing files which means that all staff will be storing information in the same way.

- Records Management will be possible within the system by being able to associate retention schedules with documents.

The automation of manual processes has been in progress since computer technology was introduced. Workflow is a generic term used to describe the process and/or procedure in which tasks are completed. This could be as simple as automatically generating an acknowledgement letter upon receipt of payment or automating the process for applying for a bank account in which there may be some steps in the process that can be automated, some manual intervention to assess the applicant and finally sending out a letter together with bank card and pin number.

The benefits of workflow include:

- Parts of processes currently carried out manually to be automated where appropriate
- Electronic access to cases so that staff can see at what point a process has been reached allowing staff to be better informed when they are dealing with customers
- Work to be allocated appropriately to avoid overload and under-use of staff.
- The production of performance information eliminating, what can be, a time consuming exercise to collate.

System Integration

System integration is an important means of sharing information between disparate systems, linking them together in a seamless manner to deliver information to any device including handhelds. An NDL system integration tool has been implemented to provide this facility and a number of systems will be integrated in 2010-11 to support the DBS programme.

PROPERTY PROJECT

The ICT Section are supporting this project by providing the ICT infrastructure support for relocating staff during the rationalisation of all the Council's property assets.

Wireless networking, video and telephone conferencing are being developed to support the rationalisation programme.

The ICT Section has worked closely with the Estates Section in specifying a new data centre within the refurbished Aldi building and will be liaising with the successful contractor during 2010-11 when the work is being carried out. The ICT Section will be more heavily involved in the Aldi project in 2011-12 when staff move in and the current data centre relocates there from its current site in Abbey Street.

Work will start in 2010-11 to specify the requirements of the back-up data centre which will be located in the reconfigured HQ building.

VEHICLES PROJECT

The level of ICT involvement in this project is currently unknown but is not expected to be significant.

PROCUREMENT PROJECT

While some ICT work has been identified for this project, a full list of requirements is currently being developed.

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