Customer & Digital Strategy Year 2 Projects

Background To Strategy

- Customer & Digital Strategy agreed by Council / presentation O&S Nov 21

- Customer & Digital Strategy Key Objectives

  – To provide the best possible experience of interacting with the Council and ensuring we get things right first time.

  – To provide the preferred method of contact for the customer whilst encouraging residents to go digital and supporting digitally excluded residents to become digitally included.

  – Embed customer engagement and feedback into all areas of the council's digital work and we will consult and engage on all major changes on how we deliver our customer services

– To Use data and customer engagement to understand our customers better and to continually improve the services that we provide.

– To embed a culture within the council where technology is embraced by all staff to improve our services to the customer

– To ensure that all data and systems operated by the council are efficient, secure and safe.

Strategy Year 1 Plan

Key Projects

- Deployment of customer messaging, contact centre & virtual phones providing unified communication application - **Complete**

- Upgrade of key Financial applications and compliance with Payment Card Industry Data Security Standards - **Complete**

- Staff management Kelio Time & Attendance - **Phase 1 Implemented App being rolled out to all staff.**

- Contract awarded and scoping complete for Rossendale website to improve customer experience and support Digital First – **Ongoing into year 2**

- GIS development facility providing the ability to develop GIS layers for all service areas now in test, project expanded to include additional areas per planning request – **Partially complete**

Other Projects Agreed and all completed

– Customer DWP integration Verified Earnings Pension VEP

– Customer interactive messaging

– Customer electronic document management system

– Customer new electronic payments

– Workforce secure email

– Workforce contact centre and virtual phones

– Workforce Microsoft Enterprise Agreement

Year 2 Projects

Digital Customer Key Project

- New website (content management system) to improve customer experience and support Digital First

  – Completely new design and more interactivity

  – More flexible – quicker to update

  – Better user experience

  – Reduce time to input and process

Year 2 Projects

Digital Infrastructure Key Projects

- New electronic online customer forms package Xforms professional to support new website and Digital First customer approach

- Deployment of Paybridge to support new website financial integration and compliance with Payment Card Industry Data Security Standards

- New production & test hosting platforms for the new website deployed using AWS (Amazon Web Services)

- Upgrade of key Financial applications to support Civica V23.1 UI

- SAP Business Intelligence platform upgrade

- Futures park tenants infrastructure upgrade

Year 2 Projects

Digital Security Key Projects

- New WAF's (Website Application Firewalls) to support new website

- Implementation of IDS / IPS (Intrusion Detection & Prevention Systems) to enhance new website security

- Replacement of core firewalls

- Deployment of SIEM solution to provide extra level of security against cyber attacks

- Maintaining accreditation to PSN (Public Services Network)

- Maintaining accreditation to ISO27001:2013 data centres

Conclusion and Next Steps

– Balanced programme of work to deliver the Corporate Plan

– Capital bids included as part of next years programme

– Additional ongoing revenue implications of capital bids £48k pa

– The majority of projects funded through existing savings, cost efficiencies, existing budgets and added value from suppliers

– Managed through a robust process (Programme Board)

– Capital bids and additional revenue implications to be considered as part of the budget process by Council in Feb 23

– Year 2 programme to be presented to O and S in Nov 2022