

Improvement Tasks

E-Government & Member Services Portfolio

TASK	Lead Officer	TARGET	STATUS AT 30.9.05	COMMENTS
Introduction of computerised Land Charges system	DSM	Nov-05		System installed and being tested. OS adjustments to base data to be incorporated before further roll-out.
Develop electronic service delivery for Planning Service to achieve BV205 and Pendleton Report targets	HOPE	Dec-05	G	Went live September
Achieve National Procurement Standards	HoPOD	Mar-06	A	Procurement Officer to start in October. Review of progress against these to be a priority task
Implement an appropriate way forwards in establishing a customer relationship management system, with appropriate integrated telephony and new switchboard, including identifying associated organisational reorganisation	HoPOD	Mar-07	G	Deferred to 2006/07, anticipate that the deployment of a CRM solution may be one of the outcomes of an externally facilitated working group established by the Deputy Chief Executive to review Customer Service Options.
Support Departments in the corporate rollout of EDRMS, including technical advise and process re-engineering to achieve organisational efficiencies and savings	HoPOD	Mar-07	G	Implementation of Valid EDRMS continues within Revs and Bens. Gateway review required before March 06 to determine strategy for rolling this product out to other Depts.
Establish an overarching ICT strategy which provides a direction for future investments in ICT taking account of external requirements and internal needs.	HOPOD	30/09/04 Strategy agreed - Revised to March 2005 (Cabinet - Feb 05) Further revised to October 05 (Cabinet - Jul 05)	R	Draft strategy considered by SMT Sept 05 - revisions to be made and submitted in October for progression to Cabinet
To identify replacement IT systems for Housing Benefits, Council Tax, FMS and Leisureflex, evaluating various systems and selecting to ensure functionality. Implementing the transfer of existing processes etc to new systems.	HOPOD, HOF, HLS	01/07/2006- full completion. Various interim target for different services.	A	Core modules of Agresso installed and data conversion underway for go live April 06. Core modules of Resourcelink installed for dual running of payroll Nov/Dec go live Jan 06. IBS implementation for go live Nov 05

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Support the Council in achieving the e-Government Priority Services	POD-SD MGR	Dec-05	G	On target for meeting the priority outcomes as submitted to ODPM in July
e-Government National & Local participation including mandatory submissions	POD-SD MGR	Dec-05	G	National Priority submission made in July. IEG statement due in December
Identify in consultation with managers, staff and elected members the appropriate solutions to enable remote access to systems for home, mobile or information working	POD-SD MGR	Mar-06	G	Statement of requirements in draft for sending to selected suppliers for Citrix solution
Continue Voluntary Registration Process	SS	Mar-06	G	Registration of further tranches completed.