2015/16 Key Corporate Project Actions

Action Code	Action Title	Action Description	Due Date	Expected Outcome Icon	Expected Outcome	Progress commentary
Democratic and	Legal Support Services					
15-DLSS01	To implement post transitional Individual Electoral Registration (IER) processes in accordance with prescribed statutory requirements.	 Target: Comply with statutory requirements. Outcome: Effective use of resources allocated to meet statutory requirements. Customers to receive advice and guidance on IER. Critical Success Factors: Utilisation of resources to meet statutory duties. Environmental Impacts: None 	01-Dec-15		Action On Target	On target 2015 IER canva canvases completed. All s order to meet statutory p December 2015.
Governance and	I Risk Management					
15-GRM03	To achieve a paperless ordering process	 Target: Review of processes in place for the payment of invoices and to implement an electronic process providing a saving to both Council and suppliers and a more compliant way of working. Outcome: Everything ordered electronically, with an intention to shorten the process time to less than 30 days. Critical Success Factors: Systems to be available for data analysis. Environmental Impacts: Reducing waste and preventing deforestation. 	31-Mar-16		Action On Target	On target to meet comple place with Head of Strate tender process for a new Officer will continue to we Strategic Finance. Proces Services function has bee
15-GRM04	To achieve a fully electronic procurement process	 Target: Implement a more updated electronic-sourcing tool with full take up by all staff, ensuring the Council are fully compliant with EU and UK Law and their own Procurement Regulations. Providing better access to local and SME suppliers to bid for work with the Council. Outcome: New e-sourcing tool utilised by all staff. Possible increase in SME suppliers bidding for work. Critical Success Factors: Procurement information must be shared with the Procurement Officer. Environmental Impacts: Reducing waste and preventing deforestation. 	31-Mar-16	0	Action Achieved	Action achieved. Electron instructions to staff are a



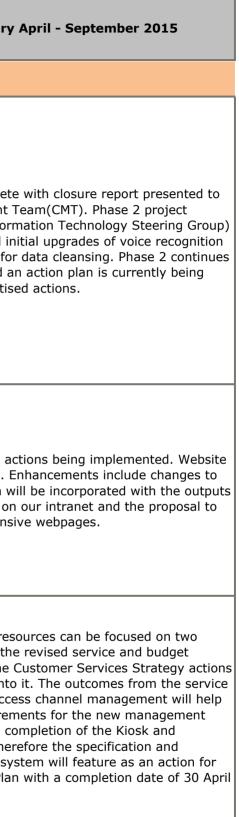
y April - September 2015

nvas underway, recruitment of All statutory process undertaken in y publications date for register of 1

npletion date. Meetings have taken rategic Finance, who is leading the ew finance system. The Procurement o work closely with the Head of cess mapping of the Exchequer been undertaken.

onic system is now in use and available on the Intranet.

Action Code	Action Title	Action Description	Due Date	Expected Outcome Icon	Expected Outcome	Progress commentary
Information, Par	king and Customer Services				·	
15-IPCS02	Telephone Improvement Project	 Target: To maximise the use of the telephone systems features for customer and staff benefit to deliver efficient and effective service through the telephone access channel. Outcome: Clarity and consistency of telephone feature use for improved customer and staff satisfaction. Critical Success Factors: Service resources to spend time on reviewing. evaluating and setting up telephone access channel, time for all staff to receive training, all managers to support local telephone training using tools and resources created, staff support, IT resources to support changes to telephone call network, systems and routing, IT knowledge to support making changes and to support services in their use of the phone system. Customer Service team involvement in all call planning and design. Environmental Impacts: Effective closure of service request by telephone reduces environmental impact of face to face and paper based service delivery. 	31-Mar-16		Action On Target	Phase 1 project complete Corporate Management approved at ITSG (Inforr with resources to fund in system approved and for beyond April 2016 and a established with prioritis
15-IPCS03	Website Accessibility Review	 Target: An action plan to achieve Disability Discrimination Act/Web Content Accessibility Guidelines v2 compliance and additional practical measures to support accessibility of the Council's website. Outcome: Assurance and actions to ensure the Council's website is as accessible as possible. Critical Success Factors: Funding, Service resources to amend web content, IT resources to amend any web based service provision, Digital Media and Information team resources. Environmental Impacts: none, electronic service delivery has a positive impact on reducing environmental impact of existing service delivery. 	30-Sep-15		Action On Target	Report concluded with ad found to be accessible. E template design which w from the Socitm work on establish device responsi
15-IPCS12	Customer Enquiry Management System	 Target: Replacement of Lagan CRM with user focused flexible system to support Customer Services in their delivery of first point of contact services Outcome: More efficient and flexible service delivery, reduction in cost of service delivery. Critical Success Factors: IT resources to develop solutions to support service delivery without Lagan. Digital Media and Information Manager resource for web based support system design. Customer service resources to specify, develop and test new system requirements. Council wide support for revisions to corporate complaint system. Environmental Impacts: Self-service and assisted service provision can reduce the Council's environmental impact. 	31-Mar-16	Ø	Revised Completion Date	Project postponed so res other projects. Firstly the planning process as the are being embedded into planning process on acce inform business requiren system. Secondly, the co Telephony projects. Ther business need for the sys the 2016/17 Service Plan 2017.



Action Code	Action Title	Action Description	Due Date	Expected Outcome Icon	Expected Outcome	Progress commentary
Shared Business and Technology Services						
	Here to Help Delivery of an on- line IT Service Desk System to provide alternative ways of accessing ICT services.	Target: Delivered by December 2015. Outcome: Customers better able to access services and assess performance. Critical Success Factors: Resolving likely resource and priority conflicts. Environmental Impacts: None.	31-Dec-15	Ø	Revised Completion Date	This is to be delivered the September 2016 as agree part of the IT strategy.

y April - September 2015

through the IT service helpdesk by reed by Executive in June 2015 as