





2015/16 Key Corporate Project Actions



Action Code	Action Title	Action Description	Due Date	Expected Outcome Icon	Expected Outcome	Progress commentary April - September 2015
Democratic and Legal Support Services						
15-DLSS01	To implement post transitional Individual Electoral Registration (IER) processes in accordance with prescribed statutory requirements.	<p>Target: Comply with statutory requirements.</p> <p>Outcome: Effective use of resources allocated to meet statutory requirements. Customers to receive advice and guidance on IER.</p> <p>Critical Success Factors: Utilisation of resources to meet statutory duties.</p> <p>Environmental Impacts: None</p>	01-Dec-15		Action On Target	On target 2015 IER canvas underway, recruitment of canvases completed. All statutory process undertaken in order to meet statutory publications date for register of 1 December 2015.
Governance and Risk Management						
15-GRM03	To achieve a paperless ordering process	<p>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.</p> <p>Outcome: Everything ordered electronically, with an intention to shorten the process time to less than 30 days.</p> <p>Critical Success Factors: Systems to be available for data analysis.</p> <p>Environmental Impacts: Reducing waste and preventing deforestation.</p>	31-Mar-16		Action On Target	On target to meet completion date. Meetings have taken place with Head of Strategic Finance, who is leading the tender process for a new finance system. The Procurement Officer will continue to work closely with the Head of Strategic Finance. Process mapping of the Exchequer Services function has been undertaken.
15-GRM04	To achieve a fully electronic procurement process	<p>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.</p> <p>Outcome: New e-sourcing tool utilised by all staff. Possible increase in SME suppliers bidding for work.</p> <p>Critical Success Factors: Procurement information must be shared with the Procurement Officer.</p> <p>Environmental Impacts: Reducing waste and preventing deforestation.</p>	31-Mar-16		Action Achieved	Action achieved. Electronic system is now in use and instructions to staff are available on the Intranet.

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Information, Parking and Customer Services						
15-IPCS02	Telephone Improvement Project	<p>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.</p> <p>Outcome: Clarity and consistency of telephone feature use for improved customer and staff satisfaction.</p> <p>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.</p> <p>Environmental Impacts: Effective closure of service request by telephone reduces environmental impact of face to face and paper based service delivery.</p>	31-Mar-16		Action On Target	Phase 1 project complete with closure report presented to Corporate Management Team(CMT). Phase 2 project approved at ITSG (Information Technology Steering Group) with resources to fund initial upgrades of voice recognition system approved and for data cleansing. Phase 2 continues beyond April 2016 and an action plan is currently being established with prioritised actions.
15-IPCS03	Website Accessibility Review	<p>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.</p> <p>Outcome: Assurance and actions to ensure the Council's website is as accessible as possible.</p> <p>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.</p> <p>Environmental Impacts: none, electronic service delivery has a positive impact on reducing environmental impact of existing service delivery.</p>	30-Sep-15		Action On Target	Report concluded with actions being implemented. Website found to be accessible. Enhancements include changes to template design which will be incorporated with the outputs from the Socitm work on our intranet and the proposal to establish device responsive webpages.
15-IPCS12	Customer Enquiry Management System	<p>Target: Replacement of Lagan CRM with user focused flexible system to support Customer Services in their delivery of first point of contact services</p> <p>Outcome: More efficient and flexible service delivery, reduction in cost of service delivery.</p> <p>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.</p> <p>Environmental Impacts: Self-service and assisted service provision can reduce the Council's environmental impact.</p>	31-Mar-16		Revised Completion Date	Project postponed so resources can be focused on two other projects. Firstly the revised service and budget planning process as the Customer Services Strategy actions are being embedded into it. The outcomes from the service planning process on access channel management will help inform business requirements for the new management system. Secondly, the completion of the Kiosk and Telephony projects. Therefore the specification and business need for the system will feature as an action for the 2016/17 Service Plan with a completion date of 30 April 2017.

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Shared Business and Technology Services						
15-BTS01	Here to Help Delivery of an on-line IT Service Desk System to provide alternative ways of accessing ICT services.	<p>Target: Delivered by December 2015.</p> <p>Outcome: Customers better able to access services and assess performance.</p> <p>Critical Success Factors: Resolving likely resource and priority conflicts.</p> <p>Environmental Impacts: None.</p>	31-Dec-15		Revised Completion Date	This is to be delivered through the IT service helpdesk by September 2016 as agreed by Executive in June 2015 as part of the IT strategy.