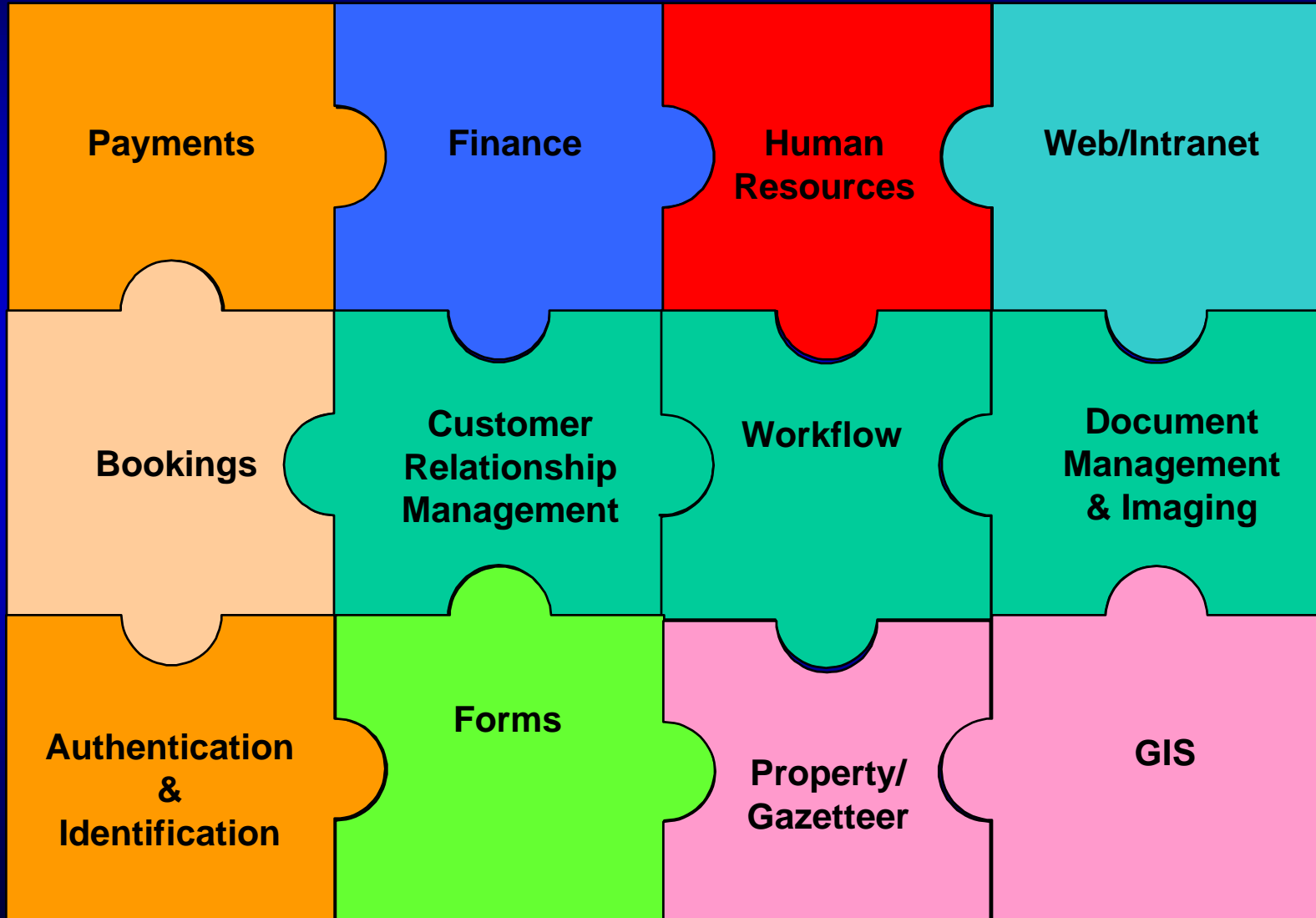


E-Government in Spelthorne

The Main Building Blocks



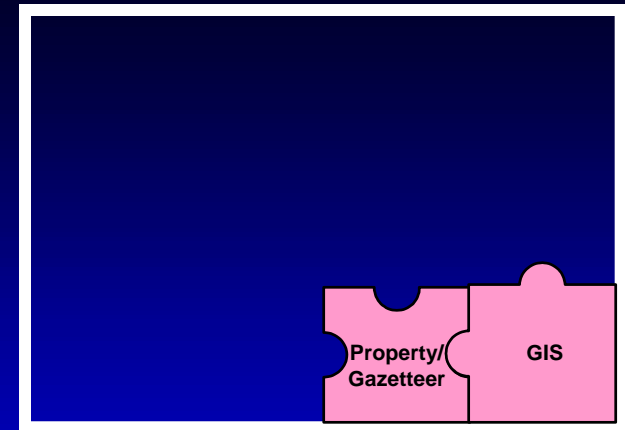
WEB/INTRANET



Web/
Intranet

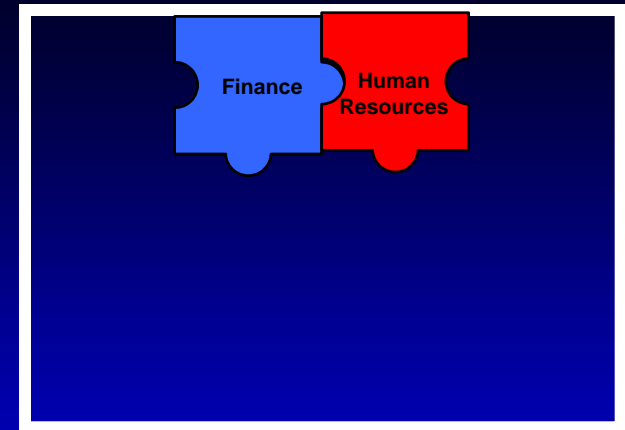
- ✦ Major Website/Intranet project live Dec 03
- ✦ Delivered by Steria and Spelthorne staff
- ✦ Many dimensions:
 - Design
 - Content Management System
 - Search engine
 - Accessibility and Standards
 - Hosting
 - Content Migration etc
- ✦ More to be done, especially developing content
- ✦ Provides fundamental infrastructure for E-Government and self-service by public

PROPERTY AND GIS



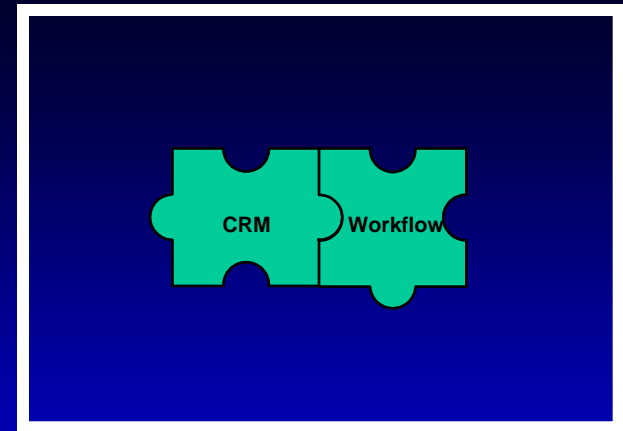
- * Property-based systems integrated
- * Geographical Information System embedded
- * Planning, BC, Land Charges, Contaminated Land, Environmental Health (all live); Licensing, Estates Management (soon)
- * Public Access to Planning – Aug 04
- * Spatial Data Capture nearing completion to support Land Charges (PIs and income)

FINANCE and HR



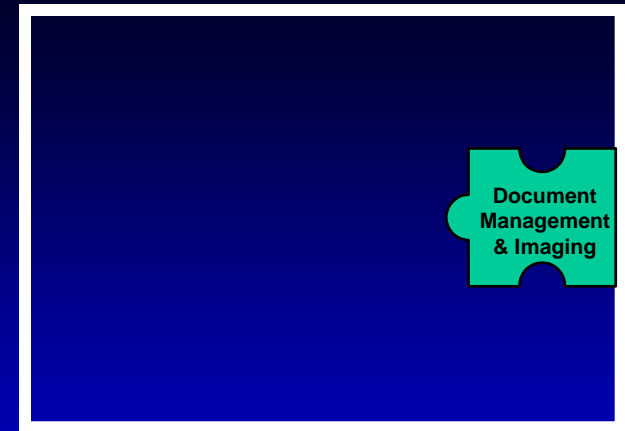
- ✱ Upgrading Finance Suite
- ✱ Uses browser for non-professionals
- ✱ Supports decentralised purchase ordering, e-procurement
- ✱ Integrating HR/Payroll systems
- ✱ Supporting self-service for officers

CUSTOMER RELATIONSHIP MANAGEMENT/ WORKFLOW



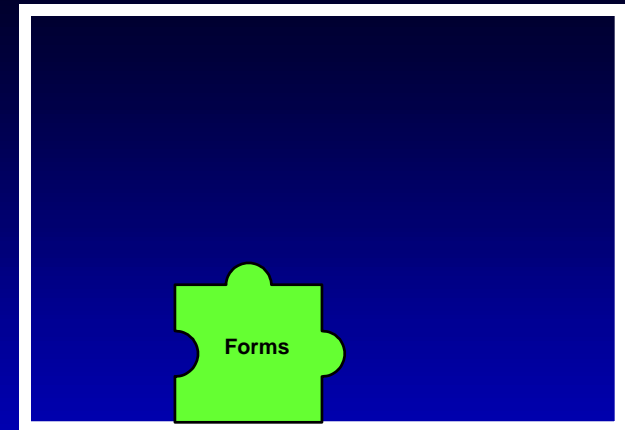
- * Fundamental to:
 - Customer Service Strategy
 - Best Value Review of Support Services
- * Basis for corporate roll-out
- * Contact Management live in Customer Services Jan 04
- * FAQs, processes being developed, using workflow tools
- * Complaints process under review – to be embedded in Contact Management

DOCUMENT MANAGEMENT & IMAGING



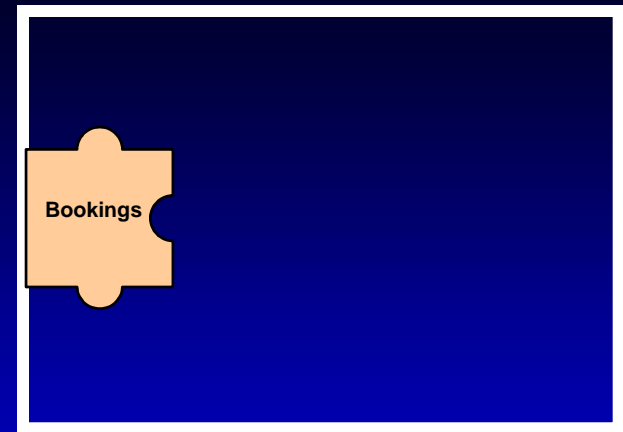
- ✳ Live (with Workflow) in Revenues & Benefits in 2002, and now in Customer Services
- ✳ Ties in with Contact Management
- ✳ Report in preparation re corporate roll-out
- ✳ Requires review of service filing structures and processes
- ✳ Essential for full value of Planning Public Access

ELECTRONIC FORMS



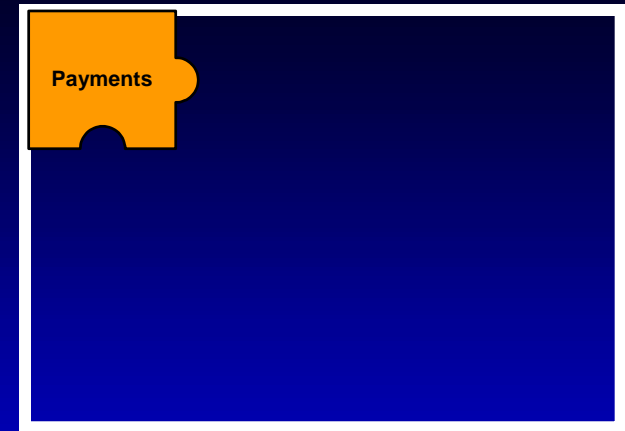
- * Generic e-forms package being purchased
- * As used by Surrey e-Partnership and other Districts
- * To be integrated with Contact Management
- * For use on website and intranet, eg
 - Abandoned vehicles
 - Expenses claims
- * Support self-service concepts of Best Value Review

BOOKINGS



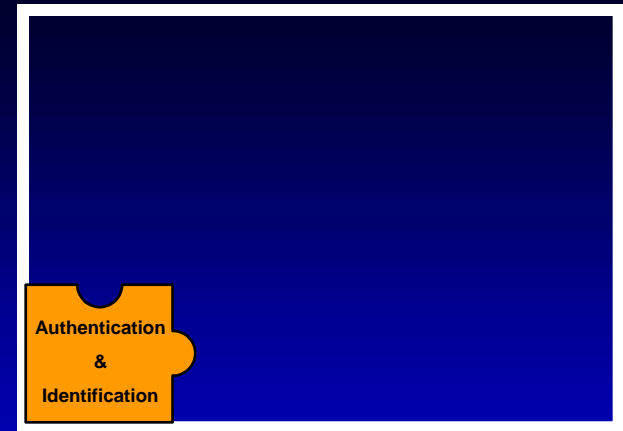
- ✱ Used by Customer Services (Halls, Sports pitches, allotments etc)
- ✱ Integrated with Contact Management
- ✱ Will be on Intranet for e.g. Room Bookings
- ✱ On Website when Payments available

PAYMENTS



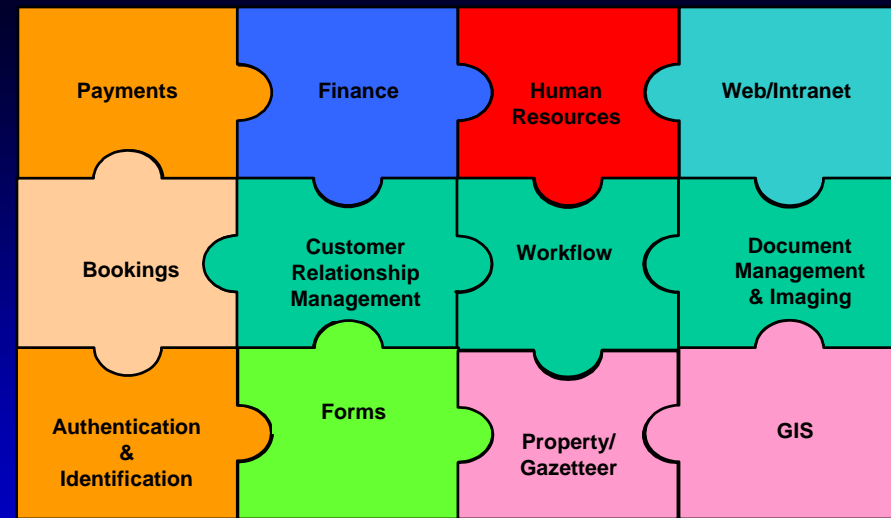
- ✱ Payments/Cashiers project well under way
- ✱ Steria consultant
- ✱ Telephone and Web payments (and others)
- ✱ Possible use of Government Gateway

AUTHENTICATION & IDENTIFICATION



- ✿ Necessary to allow citizen access to personal data
- ✿ Steria Secure Networking Project provides foundation
- ✿ Many complex issues
 - Technical
 - Usability and take-up
- ✿ Expect to use Government Gateway, with citizens enrolling for a range of Spelthorne services


SUMMARY



- ✿ Wide range of projects
- ✿ Most are inter-related and support
 - Customer Service Strategy
 - Best Value Review of Support Services
- ✿ Skills/resources available through Steria and suppliers
- ✿ Capital resources through Capital Programme and ODPM funds
- ✿ Partnership working with suppliers and Surrey e-Partnership
- ✿ Profound impact on how we work and on....
- ✿ Customer Service and Satisfaction

Members' IT Survey - Feb 2004

IT Facilities

			
PC and printer/fax	18	4	4
Broadband	17	3	4
Spam/offensive e-mails	20	4	2
Virus management	18	5	3
Care Service	14	10	2
ICT Service	25	1	

Members' IT Survey - Feb 2004

Training

- ✱ 11 – interested in further one-to-one training with Teresa
- ✱ 15 – happy to continue without further training

Members' IT Survey - Feb 2004

Website

- ✱ 15 – happy with the new Website and able to navigate to find information they require
- ✱ 7 – happy with the look of the new Website but need guidance on navigation
- ✱ 4 – not happy with the new Website and find great difficulty with navigation
- ✱ Occasional problems with links not working
- ✱ Search and A-Z not universally used