

CABINET MEMBERS REPORT TO COUNCIL

18th November 2020

COUNCILLOR LUCY SHIRES CABINET MEMBER FOR ORGANISATIONAL RESOURCES (IT & DIGITAL TRANSFORMATION)

For the period September 2020 to December 2020

1 Progress on Portfolio Matters.

Support for remote working users is still consuming a significant amount of IT resource with additional and upgraded laptop rollouts continuing to improve the home working capability.

A new BACS payments management system has gone live which allows better remote auctioning and management of payments.

The go-live process for the Planning system has commenced and will continue to demand a significant call on the resources of the IT department into the new year.

A missed bins reporting webform, which is integrated with the contractors IT systems, has been developed and is in test. This will allow members of the public to report their missed collection 24/7. Work will continue on a number of such forms including littering, dog waste, bulky collections and many others.

The work to change the Council's online payments gateway to the GOV.PAY system is approaching completion. This will provide better management of online payments received by the Council and will reduce the cost of administering the payments.

Work has commenced on renewing the Councils Microsoft Licensing and implementing the necessary changes to the Council's IT infrastructure. This is a large scale project and it will continue into the new year. Officers have been working closely with County IT to access the discounts they have access to which has mitigated the significant cost increases resulting from the removal of Central Government negotiated discounts.

The Council's asset management system contract has been renewed and work is ongoing to upgrade the infrastructure that supports it.

A cross platform Mobile App has been developed to allow secure communication between citizens and the Council.

2 Forthcoming Activities and Developments.
<p>The Planning system will go live on 7th December. Intense activity will be ongoing from now until the end of January 2021 to implement the full range of facilities provided by the Idox Uniform system. Even beyond January there will be further activities implementing additional functionality such as a map based on-line tree register, mobile app for Building Control and S106 management modules.</p> <p>The Citizen mobile App will be integrated with the the Council's Customer Contact system to allow secure information and file exchange between citizens and back office services such as Rev's & Ben's and Planning. The app will then be launched as an additional Customer Service communications channel.</p> <p>The HR System Contract will be re-let and an ongoing program of enhancements will be implemented.</p> <p>The bandwidth upgrade between Cromer and Fakenham will be configured to enhance the IT systems backup facilities. This in turn will significantly improve our ability to maintain services in the event of an IT outage in the Cromer offices.</p> <p>Further webforms will be rolled out allowing members of the public to access facilities provided by the new Waste Management.</p> <p>This period will see the preparation of the infrastructure to deploy the facilities provided by the new Microsoft Licensing. This will be an ongoing project for the forthcoming 12 months.</p>
3 Meetings attended