

CABINET MEMBERS REPORT TO COUNCIL

16 December 2020

COUNCILLOR LUCY SHIRES CABINET MEMBER FOR ORGANISATIONAL RESOURCES

For the period September 2020 to December 2020

1 Progress on Portfolio Matters.

Work has commenced on planning the migration to Microsoft M365 following the change in licensing. This is a significant workstream and will take until mid-2021 to complete. It will deliver some significant improvements on the ability to support collaborative and group working both within NNDC and with partner organisations. It will include replacing Skype For Business with Teams as the primary communications platform for the Council which is likely to be in the first phase of the migration.

A significant upgrade to the webform to allow users to notify Council Tax of changes of address including moving into, within and out of the district has been developed and is awaiting user sign off before going live.

As a part of the new waste contract a webform to allow users to report missed bins of all types directly to the contractor has been developed and is in test before being made live. This work has been delayed because of difficulties arising from harmonising the business processes between the three authorities.

Following the re-letting of the Mobile Phone contract some 70 obsolete mobile phones are being replaced.

At the time of writing the cut-over of the planning system to Idox Uniform is in progress. This is a challenging process and has involved a significant degree of overnight and weekend working by Service and IT staff. Despite some difficulties the go-live remains on schedule.

Testing of the Citizen Mobile app is progressing well and it will now be linked into the Councils contact management system.

The withholding of the Council's telephone number from outbound calls is being reviewed and a revised approach to this and the associated contact handling procedures will be developed to standardise and improve customer contact handling across the Council.

2 Forthcoming Activities and Developments.
<p>Completion of the Planning system go live, data cleansing and process changes will continue in the coming months. Including the preparation for the outstanding software version upgrades which are planned for February/March 2021</p> <p>The Citizen Mobile App will be made available to selected users to trial and any necessary changes, enhancements or fixes to be implemented before a full go live in April/May 2021.</p> <p>Further webforms will be rolled out allowing members of the public to access facilities provided by the new Waste Management Contract including the booking of bulky waste collections.</p> <p>The coming period sees the intensive software release management and testing of Council Tax, Benefits and Finance software in preparation for the new financial year changes in legislation and processing of annual Bills.</p>
3 Meetings attended