

Appendix 2: Achievements 2010 - 2011

Action	Information Strategy Theme	Outcome
Upgraded website and redesigned homepage	Access Channel Migration	Achieved 23% increase in website transactions
Achieved Government Connect Code of Connection compliance	Information & Technology Upgrades	Enabled revs & Bens staff to continue to access DWP's CIS system
Passed external security penetration test	Information & Technology Upgrades Flexible working	Achieved top ranking in UK Enables officers to work safely & securely in the field
Upgraded payments systems	Information & Technology Upgrades	Achieved statutory PCI DSS compliance
Upgraded Midland Payroll system	Information & Technology Upgrades	Enabled statutory system changes
Adopted Blackberry mobile phones as device of choice for flexible workers	Flexible working	Issued 57 Blackberry mobile phones to enable seamless email & calendar synchronisation for officers in the field
Introduction of CAPITA Payment Portal for the website	Access channel migration	Improved online payments systems to enable more services to take online payments
Introduced exchange calendar sharing across MKIP authorities	Partnership working	Allowed 1500 officers & councillors across 3 authorities to share calendar information Facilitated collaborative working across MKIP
Introduced online payments for Hotfoot scheme	Access Channel Migration Business Improvement	Streamlined Hotfoot booking process & removed administrative burden of manual payments
Conducted a full Microsoft software audit	Infrastructure & technology upgrades	Achieved Microsoft licencing compliance status
Implemented Environmental Enforcement Fixed Penalty Notices on Internet Payments system	Access channel migration	Enabled enforcement penalty notices to be paid online, removing huge potential administrative burden
Upgraded Cisco Call Manager & IPFX Voice over IP telephony systems to latest versions	Infrastructure & technology upgrades	To achieve statutory PCI DSS compliance

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Implemented hosted payroll system for Swale BC	Partnership working	Introduced foundations for full shared service for HR & Payroll Introduced an income stream for the Council
Provided 16 datasets to Mosaic project	Access Channel Migration	Enabler for further business improvement projects Foundation for channel migration projects through improved customer insight
Various systems upgrades: <ul style="list-style-type: none"> • Northgate M3; • Teammate • Agresso • APAS Planning 	Infrastructure & technology upgrades	Maintained council systems on most up to date versions of software to ensure officers and customers benefit from modern technology and new features as they become available
Implemented Collaborative SharePoint portal for partnership team sites	Partnership working	Provides collaborative workspace for 170 officers from 3 Councils for 15 partnership projects
Upgraded data storage facility	Infrastructure & technology upgrades	Increased storage capacity to 13 terabytes Improved performance and security features
GIS team assisted with redesign of food waste rounds & business processes	Business Improvement	Enabled efficient rollout of new food waste rounds Assisted with huge logistical issues relating to issuing new bins & reorganising collection rounds
Eliminated manual handling of Internet payments	Access Channel Migration Business Improvement	Streamlined back office operation Removed potential for manual handling errors
Improved GIS map interface on website	Access Channel Migration	Improved interface More 'where I live' information available Better links to transactional pages
Initiated design for shared active directory forest technical hierarchy	Partnership working	Provided foundation for partnership working across Kent and South East.