

Appendix A – Update on 2018/2019 Digital Strategy Action Plan

| Actions due for completion in 2018/19 | Status |
|---|-------------------------|
| Redesign of Council website | Complete |
| Implement a digital customer services platform | Complete |
| Develop a set of digital KPI's to measure service performance against digital strategy objectives | Complete |
| Maintain and update our privacy policies and data sharing agreements to facilitate the sharing of information between departments | Complete |
| Implement electronic payment software that is fully compliant with the banks' Payment Card Initiative | Complete |
| Explore potential for e-newsletters to replace or compliment Local magazine. | Complete |
| Introduction of parking enforcement mobile technology as part of the new enforcement contract | Complete |
| Creation of online Building Control application process | Complete |
| Procurement of housing register application system to replace Locata | Complete |
| Transfer existing payment related processes to new Digital Customer Services Platform | Complete |
| Implement improved complaints handling system | Complete |
| Explore alternative webcasting options including the potential to use You Tube | Complete |
| Introduce targeted outbound messages and reminders to reduce the number of missed bin reports | Complete |
| Purchase and implementation of additional Revenues and Benefits Capita advantage digital modules including suite of online forms and automation processes | In progress |
| Electronic New Starter Pack | In progress |
| Roll out of Skype for Business to Councillors | In progress |
| Create and maintain Digital Inclusion plans addressing the key barriers to take-up | In progress |
| Implement an improved FOI handling system | Re-scheduled to 2019/20 |
| Introduction of web chat | Re-scheduled to 2019/20 |

Additional Projects Completed since start of Digital Strategy

Update to the procurement guidelines to ensure the council purchases the right digital systems

Procurement of new cloud hosted parking system to replace the current Imperial system.

Creation of a recruitment micro site

Creation of a news and events micro site

Replacement of Noise reporting process

Creation of a mobile working solution for Commercial Waste

Improvements to the internal change of establishment process

Creation of a new digital payment option for memorials