

# Warwick District Council

ICT Steering Group – Online Building Control Completion Certificate  
Fulfilment Business Case



Digital services so good that people  
prefer to use them

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## ICT Steering Group – Business Case Template

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### Revision History

<b>Document</b>	ICT Steering Group – Improve the Building Control certificate request fulfilment method for requesting completion certificates and quotations online via the Warwick District Council website.
<b>Author</b>	Phil Rook
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### Approvals

This document requires the following approvals:

Title
ICT Steering Group

### Distribution

This document has been distributed to:

Name	Title
Phil Rook	Head of Consortium
Linda Conmy	Business Support Manager
Tracy Darke	Head of Development Services
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## Contents

<b>ICT Steering Group – Business Case Template</b>	<b>2</b>
<b>1 Template Guide</b>	<b>4</b>
1.1 What is a Business Case?	4
1.2 When do I use a Business Case?	4
1.3 How to use this template	5
<b>2 Business Problem Analysis</b>	<b>6</b>
2.1 Business Problem	6
2.1 Business Opportunity	<b>Error! Bookmark not defined.</b>
<b>3 Preferred Solution</b>	<b>7</b>
3.1 Solution [Title]	7
3.1.1 Description	7
3.1.2 Benefits, Goals and Measurement Criteria	8
3.1.3 Digital Benefits	8
3.1.4 Costs and Funding Plan	9
3.1.5 Risks	9
3.1.6 Issues	10
3.1.7 Assumptions	10
<b>4 Implementation Approach</b>	<b>10</b>
4.1 Outline Project Scope	10
4.2 Service Area Resources	12
4.3 ICT Services Resources	13

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# 1 Template Guide

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## 1.1 What is a Business Case?

The Business Case gathers the information to allow management to judge if a project is desirable, viable and achievable, and therefore worthwhile to invest in. It includes:

- A description of the business problem (or opportunity) which exists in the business
- Details of the preferred option, supported by a feasibility study if required
- The benefits and costs associated with the preferred option
- A recommended solution option for approval.

## 1.2 When do I use a Business Case?

The ICTSG has agreed that any project that requires less than 74hrs of Application Support time, does not require a formal business case to be evaluated by the ICTSG. However, the Service Area will still need to undertake a rigorous process to define their project, which may mean that the headings in this template are useful. For such projects, Service Areas should initially contact the Applications Support Manager.

The Business Case is usually presented by Senior Management within the business to an identified Business Sponsor; in this instance the business case will be reviewed by ICT Steering Group (ICTSG). It is the first document used in the Project Lifecycle and, once approved, allows the project to be formally defined. Furthermore:

- During the development of a Business Case, it may be necessary to undertake a formal Feasibility Study. This process involves a more detailed assessment of the current business problem / opportunity, the various solution options available, the likelihood of a successful implementation for each option and the recommended option for implementation. The Feasibility Study simply provides the Business Case with more rigor for the solution options presented.

It is the responsibility of the Service Area to decide if a feasibility study is required prior to completing the business case. A Service Area may choose to undertake a feasibility study if:

the approach is unclear; purchase off the shelf or develop in-house  
it is unclear if the desired outcomes are achievable; legislation constraints, data sharing, third party agreement, technology issues.

- The Business Case is frequently referred to during the project. At each Quality Review point (End of Stage) the Business Case is used to determine whether or not the forecast benefits that formed the basis of project approval will still be realised.
- At the end of the project a Post Implementation Review (PIR) will determine whether or not the project delivered the Business Benefits outlined in the Business Case. In this regard, the success of the project is measured against the ability of the project to deliver the criteria outlined in the Business Case.
- The next stage following approval of the Business Case is the identification of the project scope within a Project Initiation Document (PID).

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### 1.3 How to use this template

This document provides a guide to the topics required by the ICTSG to determine whether a project should be included in the ICTSG's programme of work.

#### Brief Project Outline

- Improve the Building Control certificate request fulfilment method for requesting completion certificates and quotations online via the Warwick District Council website. This will reduce the number of emails being sent to the generic email addresses:  
[Buildingcontrol@warwickdc.gov.uk](mailto:Buildingcontrol@warwickdc.gov.uk)  
[BCadmin@warwickdc.gov.uk](mailto:BCadmin@warwickdc.gov.uk)

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## 2 Business Problem Analysis

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This section seeks to describe the issue to be addressed by the project. It consists of two parts, Business Problem and Business Opportunity. When completing this section is advisable to only complete one section depending on whether you are trying to resolve an existing problem or are looking at a new opportunity. For example, a new income generation scheme would be a business opportunity rather than a business problem.

### 2.1 Business Problem

Provide a summary of the core business problem, including:

- A generic description of the core issue to hand
- The reasons why the problem exists; including as a result of an audit recommendation
- The elements which create it (e.g. human, process, technology)
- The impact it is having on the business (e.g. financial, cultural, operational)
- The timeframes within which it must be resolved.
- Small developments which contribute to the wider digital agenda. For example, a project which removes cheque payments.

#### Reasons for the changes

- Currently, both copies of completion certificates and Building Control quotations are received in the generic email boxes. Completion certificates are requested by the property owner, developers and solicitors – often when the property is being sold.
- The current way requests are received is very labour intensive. Through digitising the process by being able to request co online, a self-service approach will be introduced which will ultimately result in improved customer service and reduced costs.
- Quotation requests also come into the generic email boxes or to an individual officer. This process would be greatly improved if the customer could fill in a form on the BC web site which would then be sent to a new generic email box so that the duty Building Consultant can assess the request and generate a quotation.
- Timescale – within the next 12 Months

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## 3 Preferred Solution

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This section provides details of the Service Area's preferred solution, its benefits, costs, feasibility, risks and issues.

### 3.1 Solution: Online Building Control Completion Certificate Fulfilment Business Case

#### 3.1.1 Description

Provide a summarised description of the preferred solution. This will include the general approach to be taken and a summary of the core elements of the solution (e.g. people, process, organisation, technology).

- Will streamline the system as a whole, efficiency will be increased and will provide a better service to our customers.
- Pricing and information about the type and range of completion certificates will be written more clearly.
- Will encourage a 'self-service' approach.
- Will reduce the workload for Admin – by reducing the number of emails being sent to the generic email boxes.
- You will be able to modify the BC application address to display which BC certificates are available for that property.
- There will be a link to the JADU form to request and pay for the certificate online. The JADU form will link to the WDC payment engine. This will reduce the number of telephone payments made.
- Automatic generation of completion certificates which will automatically notify admin to issue the certificate refining the system.

#### Benefits of an Online Quotation Request Form (similar to above)

- It will be more efficient for the customer to receive a quote online for the fees they need to pay – rather than having to phone the office.
- The form would allow the customer to upload drawings which would allow the officer to provide a more accurate quote.
- The time spent during phone enquires will be reduced if quotes are requested electronically.
- It will be easier for both the customer/officers to clearly understand the information reducing the chance of mistakes being made.

#### Other Factors to Consider

- Costs – To be discussed – However the benefits of the changes will far outweigh the initial cost to implement them. (Mainly IT time to undertake the project)
- Timescale – within the next 12 Months

- Disadvantages/Negatives – Small reasons such as ignorance to change?

### 3.1.2 Benefits, Goals and Measurement Criteria

Describe the tangible and intangible benefits to the Service Area upon implementation of the solution. One of the obvious benefits described will be that the business problem / opportunity outlined above will be addressed.

NB: The benefits listed below are examples only and the boxes should be modified to describe the project's actual benefits. All quantifiable benefits listed must be supported by current performance figures.

Complete the following table:

Category	Benefit	Value
Financial	<ul style="list-style-type: none"> <li>• Reduction in costs</li> </ul>	<ul style="list-style-type: none"> <li>• Time saved in dealing with enquiries – email enquiries will enable response via email reducing print costs</li> </ul>
Operational	<ul style="list-style-type: none"> <li>• Improved operational efficiency</li> <li>• Enhanced quality of product / service</li> </ul>	<ul style="list-style-type: none"> <li>• Hours saved, more efficient service as streamlined, considered more efficient overall.</li> </ul>
Customer	<ul style="list-style-type: none"> <li>• Improved customer satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>• Will encourage self-service approach, therefore more direct and efficient improving service overall to clients.</li> </ul>
Staff	<ul style="list-style-type: none"> <li>• Increased staff satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>• Saving on staff time completing mundane tasks should reduce emails, and telephone payments.</li> </ul>

NB: The benefits listed above are examples only and the boxes should be modified to describe the projects actual benefits. All quantifiable benefits listed must be supported by current performance figures.

### 3.1.3 Digital Benefits

Description	Value
How many citizens will the project benefit? <i>For example, does the project only benefit council tenants, people with parking permits or users of one of our facilities? Where theoretically a service could be used by anyone in the district, actual usage figures should be used.</i>	Anyone with online access requiring access to building regulations info.
How many transactions does the business process deal with? <i>For example, a particular business process may have 5,000 customers annually, but as they are required to contact the service quarterly, they therefore generate 20,000 transactions annually.</i>	12,000 – 14,000 per year
What is the average current duration of the process from service request to completion?	Varies depending on the request, 1- 5 days approx



### 3.1.4 Costs and Funding Plan

Capital Costs	Amount
<ul style="list-style-type: none"><li>Initial software purchase</li><li>Data gathering</li><li>New hardware</li><li>Temporary additional resources</li></ul>	None
<b>Total</b>	
Revenue Costs	Amount
<ul style="list-style-type: none"><li>Software licence costs</li><li>Support costs</li><li>Permanent additional resources to maintain/operate system/process</li></ul>	None
<b>Total</b>	

For both the capital and revenue amounts identified above, please indicate how the funding will be made available.

Funding Source	Amount	Notes

### 3.1.5 Risks

Summarise the most apparent risks associated with the adoption of this solution.

Description	Likelihood (1 – 5)	Impact (1 – 5)	Mitigating Actions
If IT system went down	1 LOW RISK	4 MEDIUM / HIGH RISK	Business Continuity plans would be invoked.

To complete this section thoroughly, it may be necessary to undertake a formal Risk Assessment. To reduce the likelihood and impact of each risk occurring, clear 'mitigating actions' should be defined.

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### 3.1.6 Issues

Summarise the highest priority issues associated with the adoption of this solution

No.	Issue - Description
1	NONE AWARE OF TODATE

### 3.1.7 Assumptions

List the major assumptions associated with the adoption of this option.

No.	Assumption - Description
1	NONE NECESSARY TODATE

## 4 Implementation Approach

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This section not only requires the service area to understand its business objectives, but to clearly understand the scope of the activity. In doing so, consideration should be given to the 'digital design principles'. Special consideration should be given to whether all the customer transactions for a specific process should be in scope. For example, if a process deals with 10,000 transactions annually, of which 8,000 are identified as easy to deal with, then perhaps this is sufficient for the scope of the project.

### 4.1 Outline Project Scope

### 4.2 Introduction

The following an investigation of the two generic Building Control inboxes:

[buildingcontrol@warwickdc.gov.uk](mailto:buildingcontrol@warwickdc.gov.uk)

[BCAdmin@warwickdc.gov.uk](mailto:BCAdmin@warwickdc.gov.uk)

and a discussion with Linda Conmy, Business Support Manager for Building Control, digitising the following processes and introducing an element of self-service would improve customer service and reduce cost.

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### 4.3 Copies of Building Control Certificates

Copies of BC Certificates are requested by owners, developers and solicitors, often when the property is being sold. The current email based process is very labour intensive. A self-service alternative could be introduced as shown below:

#### Step 1: Update information published on the BC web site

<b>Item</b>	<b>Notes</b>
Publish the certificate pricing more clearly on the BC web site.	The prices can only be found inside a PDF called:  "Schedule of Supplementary Charges".
Publish information on the BC web site about the type and range of certificates that WDC holds.	This would include:  Certificate Types (Completion Certificate etc.) Date available (e.g. from "1990" onwards) Geographic area (e.g. Warwick District, Rugby, Daventry etc.)
Publish information on the BC web site about the type of certificates that WDC does NOT hold. Point the customer towards who they do need to contact instead.	Such as "competent persons" – but define by trade e.g. "double glazing" etc.?

#### Step 2: Introduce online ordering

<b>Item</b>	<b>Notes</b>
Modify the BC application address search to display information about the BC certificates that are available for that property.	
Add links to a new JADU web form to sell a copy of the certificate.	If there are no BC certificates that we can sell then the link to the new form will be greyed out. This will stop items being "sold" that we don't have and hence eliminate the majority of the requests for refunds.
The JADU form will request the customers email address so that a copy of the certificate can be emailed out.	This will eliminate any residual printing and postage costs.
The JADU form will link to the WDC payment engine.	
Once the payment has been accepted, the	

JADU form will send a structured email requesting the BC Admin Team to email out the certificate.	
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### Step 3: Automated fulfilment

<i>Item</i>	<i>Notes</i>
Instead of generating an email for BC Admin to action, this version of the software will generate an email to the customer. The certificate that they have requested will be sent as an attachment.	To build this function requires some R&D time to prove that we can write a program to read the index database within the IDOX DMS and then extract a copy of the document from the IDOX file store.
The program will generate an entry in a log file showing address, order number, date delivered etc. so that staff can easily investigate any customer queries.	

### Non-WDC Certificates

The above self-service proposals will work with the Warwick certificates because they are all stored in the IDOX DMS and the BC Applications are all stored in Acolaid.

For this to be extended to the Daventry and Rugby cases either the document uploads into the IDOX DMS need to be completed OR the documents must be stored in a windows folder structure with an appropriate index.

There is the suggestion that the Daventry data does not include a coded document type, in which case finding Daventry completion certificates will be impossible.

## 4.4 Quotations

Requests for quotations often come in by email to the generic email boxes or to an individual building consultant.

### Recommendation

Create a Quotation request form on the BC web site. The form must be capable of uploading files containing drawings. The form would then send a structured email to a new generic email box so that the duty building consultant can assess the requests and generate a quotation.

## 4.5 Service Area Resources

Please use this section to describe how the service area is going to produce the necessary capacity to deliver the project. Specific consideration should be given to:

- Project Manager: Phil Rook/ Linda Conmy
- Design authority: Linda Conmy, ICT
- Testing: Linda Conmy, ICT
- Final sign-off: Phil Rook/Linda Conmy, ICT

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- Training provided – Linda Conmy as reqd.
  - System owner: Phil Rook, Linda Conmy

#### **4.6 ICT Services Resources**

This section should be used to describe the resource to be provided by ICT Services. To do so, the service area sponsor will need to meet with the ICT Services Applications Support Manager to agree the project scope and likely method of approach.

ICT to award.