

Warwick District Council

ICT Steering Group – Business Case – Speak at Planning Committee



Digital services so good that people prefer to use them



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ICT Steering Group – Speak at Planning Committee

Revision History

Document	ICT Steering Group – Speak at Planning Committee
Author	Michael Branson
Date Completed	
Reviewed Date	

Version	Revision Date	Revised By	Revisions Made
0.1	19 October 2016	Michael Branson	Final document
0.2			
2.0			
3.0			
4.0			

Approvals

This document requires the following approvals:

Title
ICT Steering Group

Distribution

This document has been distributed to:

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1 Business Problem Analysis

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.

1.1 Business Problem

The public can currently submit a form to request to speak at Planning Committee. There are currently issues for customers and staff with multiple mechanisms for registering being used.

- Validation on the form is insufficient so officers have to chase up members of the public for further information
- All information has to be manually rekeyed into a back office system taking up a day of officer time a month
- As the form arrives by email it is possible to miss submissions and deny the public their democratic right to speak
- Customers receive no confirmation that their request has been received/processed/accepted so often phone up to check
- Customers turn up to speak unaware that other speakers are booked in, they may have to share their time and that the process can take longer than expected

1.2 Business Opportunity

- Saving on print costs. All contact with customers could be electronic - this includes sending links to relevant reports rather than providing hard copies

2 Preferred Solution

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

2.1 Solution [Build a new integrated form]

2.1.1 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).

- ICT Services to rebuild the existing online form and integrate it with the existing back office system.
- The enhanced solution will only allow valid requests to reach the back office.
- It will automatically populate the back office system.
- It will keep the customer informed of progress throughout the process.

- The solution will adopt the website’s new responsive design and will use the features outlined in our forms design guide.

2.1.2 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"> • Reduction in costs 	<ul style="list-style-type: none"> • Potentially less printing if we send customers links to papers rather than providing hard copies.
Operational	<ul style="list-style-type: none"> • Save staff time in the back office 	<ul style="list-style-type: none"> • We receive 12 requests per month which takes 1 day per month to process in manual rekeying and telephone contacts. • Staff spend time routinely checking emails to ensure requests have not been missed.
Customer	<ul style="list-style-type: none"> • Improved customer satisfaction • Improved usability, access to information and mobile access 	<ul style="list-style-type: none"> • Provide assurance for customers with automated progress updates. • Prevent the need to phone the council • Manage customer expectations by providing automated updates of the number of other speakers attending. • Improve access to info for the 55% of visits to the website that are on mobile devices
Staff	<ul style="list-style-type: none"> • Increased staff satisfaction 	<ul style="list-style-type: none"> • See time savings and operational benefits above

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.

2.1.3 Digital Benefits

Description	Value
<p>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></p>	<p>Anyone with online access wishing to speak at planning committee. 86%+ of the district are online.</p>
<p>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></p>	<p>12 every four weeks</p>

What is the average current duration of the process from service request to completion?	This varies greatly depending on the source and the timing of the request. A phone request takes 10 minutes to handler and an email 5 minutes. However it is the follow up phone calls which can take up most time.
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2.1.4 Costs and Funding Plan

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

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

Funding Source	Amount	Notes

2.1.5 Risks

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

Description	Likelihood (1 – 5)	Impact (1 – 5)	Mitigating Actions
The form isn't an improvement on the existing one	1	2	Clarity of specification
The automated customer updates do not work as expected	1	3	UAT

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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.

2.1.6 Issues

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

No.	Issue - Description
1	This may be the first Jada XForm that we integrate so there will be some discovery work involved

2.1.7 Assumptions

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

No.	Assumption - Description
1	We adhere to the design principles of the Digital Strategy
2	It is possible to integrate to our Committee Management System

3 Implementation Approach

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.

3.1 Outline Project Scope

- The solution will allow the public to submit an online form requesting to speak at Planning Committee.
- The form will interrogate a back office system and inform the customer of the number of speakers already booked to speak at that session.
- The submitted data will automatically populate the existing back office system.
- The customer will receive email confirmation that the form has been received and further confirmation that they are booked to speak, including links to relevant documentation.

3.2 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:

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- Contact for IT during development: Amy Carnall
 - Will conduct testing once built: Amy Carnall (back office) Michael Branson (public facing)
 - Will send feedback to IT: Amy Carnall (back office) Michael Branson (public facing)
 - Will re-test: Amy Carnall (back office) Michael Branson (public facing)
 - Final sign off: Amy Carnall (back office) Michael Branson (public facing)

3.3 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.

- Apps Support Analyst (Developer)