Warwick District Council

ICT Steering Group – Development of Total Mobile for Contractors

Digital services so good that people prefer to use them

www.warwickdc.gov.uk

ICT Steering Group – Business Case

Revision History

Document	ICT Steering Group – Introduction of Total Mobile to Contractors
Author	Graham Folkes-Skinner
Date Completed	8 January 2018
Reviewed Date	

Version	Revision Date	Revised By	Revisions Made
0.1			
0.2			
1.0			
2.0			
3.0			
4.0			

Approvals
This document requires the following approvals:

Title
ICT Steering Group

Distribution
This document has been distributed to:

Name	Title

1 Business Problem Analysis

1.1 Business Problem

The scheduling of work and it's completion currently is based on emails, phone calls and spreadsheets and there can be delays in feedback on completion of work both for Business Support, Operational Teams and ultimately members of the public

1.2 Business Opportunity.

The use of Total Mobile has the potential to offer more efficient processing and reporting of information, removing repetition of handling information. It will need partnership working between the client and contractors. A fundamental benefit would be saving time. Staff can access information via their mobile device, removing the need to manually complete paperwork and travelling back to base to key in the information. By automating these processes, staff and contractors can spend more time on service delivery by doing more jobs or spending more time on each job

.

2 Preferred Solution

2.1 The development of Total Mobile for Contractors

2.1.1 Description

- A good proportion of the relationship between Neighbourhood Services and its Contractors that it manages is the scheduling of work, between different teams all with different duties. Although there is a small degree of direct reporting of issues using IT solutions a lot of the work is through emails, spreadsheets and phone calls.
- The direct scheduling of work and the reporting of issues using mobile devices will allow more effective planning and greater efficiency
- Although what we want to achieve needs to be defined exactly the use of Total Mobile will allow work to be administered to the contractors and reported on more efficiently allowing direct reporting into Civica removing the cost of double handling any information

2.1.2 Benefits, Goals and Measurement Criteria

Category	Benefit	Value
Financial	• Cost Effective method to deliver the relationship between Client and Contractor	
Operational	• Greater productivity	• Get jobs completed more efficiently
Customer	• Customers will no longer be confused about how their request has been fulfilled	• Customer to receive a status update (with photograph) once request fulfilled
Staff	• Contractors will not need to travel to depot to pick up job information and Business Support within the Council do not need to manually re-enter the information captured into Civica	• Contractors will know exactly where to go and what needs to be done, making them more efficient • Contractors can take a photographs as completion evidence • Contractors or Council staff do not need to manually complete repetitive paperwork

2.1.3

2.1.4 Digital Benefits

Description	Value
• Allows staff and contractors to input information directly into mobile device which goes straight into management system i.e. Civica • Contractors will not need to travel to depot to pick up job information and Business Support within the Council do not need to manually re-enter the information captured into Civica	

2.1.5 Costs and Funding Plan

Capital Costs	Amount

• Initial software purchase • Data gathering • New hardware • Temporary additional resources	There is an O2 budget available for the purchase of mobile devices and ruggedized cases
Total	

Revenue Costs	**Amount**
• Software licence costs • Support costs • Permanent additional resources to maintain/operate system/process	TotalMobile licences at £810 each. Likely at least 2 initially £1620 TM licence support & maintenance £81.00 pa x 2 = 162.00 Mobile data contract x 2 £250
Total	**£1620 initial on-off cost** **£412 annual cost**

Funding Source	**Amount**	**Notes**
To be discussed		

2.1.6 Risks

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

Description	**Likelihood (1 – 5)**	**Impact (1 – 5)**	**Mitigating Actions**
Lack of clarity on objectives	3	5	Need very clear objectives and an understanding of what is needed from the project
Contractual Staff do not feel supported enough and will not use system	3	4	Need to understand how there day to day job works and what they need and the difficulties they face
The system is not "future proof"	3	3	Need to implement a future proofed mobile working system

Inefficient processes working alongside implementation of Total Mobile work	3	3	Review current work practices to reduce replication etc.
The current inefficiencies within the Officer Total Mobile system is replicated within Contractor Total Mobile	3	4	Issues with Officer Total Mobile need to be resolved
Lack of contractor adoption	3	5	Contractual support
Lack of signal coverage	2	2	Having a system that can automatically move to "offline mode"

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

No.	Issue - Description
1.	

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

No.	Assumption - Description
1.	There is sufficient funding to complete the project
2.	We adhere to the principles of the Digital Strategy

3 Implementation Approach

3.1 Outline Project Scope
To be agreed

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:

- Project Manager – to be confirmed
- Design Team – Combination of NS officers and ICT
- Testing – Neighbourhood Services
- Training – Not known
- System Owner – Contract Services Manager

3.3 ICT Services Resources

- Apps Support Developers