

## Appendix 1 - Summary of Technology and Digital projects

Project	Current Status	Description	Outcome / Progress
Salesforce - CRM	Complete	Implementation of a cloud based customer relationship management system (Salesforce CRM) within the contact centre as part of the first steps to achieve the Technology Strategy. This is a key enabler of the Front Door project.	Salesforce CRM has been implemented. Further enhancements have been made as time involves and to support the Digital Front Door project. There is now over 85% of telephone calls made to the contact centre logged onto the system.
Salesforce - Digital Services Hub	In progress	Provision of an online system to enable citizens to interact digitally with the council to 'Pay it', 'Report it', 'Book it/ Apply for it', 'Ask it'. This is a key enabler of the Front Door project.	Online system implemented. Selective licencing was the first service to be provided. Other services and functionality will be provided as part of the digital front door project.
Website	In progress	Overhaul of the council's website to enable citizens and customers to access and navigate around the website to support visitors to the website to help themselves and reduce contact by phone or face to face with the council. This is a key enabler of the Front Door project.	The website has been implemented. The next phase is to reconfigure the front page to enable the use of 'Pay it', 'Report it', 'Book it/ Apply for it', 'Ask it' and manage the website content accordingly. The digital front door project is picking up these next steps.
Salesforce - Line of Business applications	In progress	Implementation of cloud based back office systems as part of the first steps to achieve the Technology Strategy. The following line of business applications are in scope - Housing, Regulatory Services, Educate and Built Environment	Two of the three modules within the Educate system are live. All other systems are being developed and tested with most expected to be in place during 2017/18 slightly later than original plans.
Cloud based servers	Complete	Move servers within the council server room into a cloud based environment to: Improved resilience	Just under 200 servers have now been placed in the cloud environment. The remaining servers that have been kept on premise include

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		<p>Improved accessibility            Enhanced scalability (the ability to be flexible with the server sizing and numbers according to demand)            Reduced physical footprint in the server room.</p>	<p>those that cannot be put into the cloud or decisions the council has made to keep servers in situ, for example, some servers will be replaced when new line of business applications are implemented.</p>
Review security and disaster recovery	Scoping	<p>Reviewing security and disaster recovery to ensure that the council maintains resilience and continuity of services and reduces the threat of cyber security breaches</p>	<p>These projects were part of the 2017/18 budget</p>
Infrastructure	Nearing completion	<p>Projects included:            Resilient Internet connection            Windows 2003 removed from estate            Firewall upgraded for improved security            Web filter updated for improved security            Citrix environment upgraded for improved user experience and future proofing. Council applications upgraded to match.            Solaris / Oracle based systems moved to new server            Network switches replaced            Virtual server hardware replaced            Required on site file storage (SAN) replaced</p>	<p>To support enabling Technology and digital as part of the Technology Strategy, some work on the council's infrastructure was required.</p>
Google	Phase one complete Phase two in progress	<p>Phase one to implement Google for Work Apps (google mail etc) for staff to enable staff / members to work flexible from anywhere and anytime whilst reducing the reliance on expensive upgrades and support and maintenance of on-premise servers. Phase two will roll out team drive to all staff and</p>	<p>Phase one is complete. Staff / members are now able to access their emails and other Google apps from anywhere and anytime without having to log onto the council's network. This increases productivity by working flexibly from anywhere and anytime and enables users</p>

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		moving Vivacity and Opportunity Peterborough to Google for Work Apps (now G-Suite) and implement two factor authentication.	to access other applications. Server support and maintenance and network downtime costs are also removed. Phase two is scheduled to complete during 2017/18
Digital Front Door	In progress	<p>The Digital Front Door project creates a new model for residents to access information and advice and to ensure they reach the right council service first time. The Digital Front Door project will allow residents to access information and services via the council's website first and foremost.</p> <p>As highlighted earlier in this appendix, this involved creating an online customer account where people can log on and access services, improve and manage website content and make enhancements to the council's CRM system to support channel shift.</p> <p>The savings for this project as part of the overall Front Door project is £2.7m in 2017/18.</p>	<p>Phase one is underway with most projects still on track for delivery. Some projects have slipped to ensure that the solution implemented is the right solution and will deliver the best outcomes or were expected to continue into future phases. Progress so far:</p> <ol style="list-style-type: none"> <li>1. Website content resource - 2 out of 3 roles now recruited to. Website reconfiguration review completed and now being scoped for implementation</li> <li>2. Customer service centre - changes to the CRM system complete and channel shift strategy approved by Organisational Change Board</li> <li>3. Waste - Bulky waste and tip permits online applications in scoping</li> <li>4. Payments Strategy in draft scheduled for Cabinet approval (July Cabinet)</li> <li>5. Web chat pilot underway on the 'contact us' webpage</li> <li>6. Council tax / business rates online work underway. Direct debit campaign commenced April 2017</li> <li>7. Housing 'front end' contacts online is in testing</li> </ol>

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			<p>8. Regulatory Services - Taxi licencing and parking permits online services work is progressing</p> <p>9. Concessionary fares - review of Cambridgeshire's online solution underway</p> <p>10. Email marketing being procured</p> <p>11. Digital Inclusion - Workshops and raising awareness to citizens continues</p> <p>This is a complex area of activity and work continues to quantify savings to date.</p>
Front Door project	In progress	<p>The Digital Front Door project creates a new model for residents to access information and advice and to ensure they reach the right council service first time. The Digital Front Door project will allow residents to access information and services via the council's website first and foremost.</p> <p>As highlighted earlier in this appendix, this involved creating an online customer account where people can log on and access services, improve and manage website content and make enhancements to the council's CRM system to support channel shift.</p> <p>The savings for the digital front door and this project is £2.7m in 2017/18.</p>	<ol style="list-style-type: none"> <li>1. The adult social care 'Inform and Advise' and 'See and Solve' teams have undertaken solution focussed training to provide resolution at the first point of contact wherever possible and reduce referrals to more specialist services which result in no further action.</li> <li>2. The specification of services and KPI's have been reviewed and re-drafted (subject to approval) to support creating a new model for residents to access information and advice and to ensure they reach the right services first time.</li> <li>3. On advice and guidance, work is underway to provide a Directory of Services and a Social Care Portal</li> <li>4. Some initial work undertaken to engage health and how the front door could support future integration of health and social care</li> </ol> <p>This is a complex area of activity and work</p>

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			continues to quantify savings to date.
<b>Other Digital Projects</b>			
Connecting Cambridgeshire	In progress	The Connecting Cambridgeshire programme has been rolling out superfast broadband to thousands of homes and businesses across Cambridgeshire and Peterborough since 2013	Once this project completes it is anticipated that over 97% of residents in Cambridgeshire will have access to the internet if they wish to. Estimated end date - December 2018
City Fibre - phase one	Complete	Provision of a 10gb dark fibre network across the Peterborough area by a private investor (City Fibre). Connection of council buildings and schools. A strategic partnership with City Fibre for the council to benefit from income on residential and business connections.	Resilient 10GB dark fibre network serviced through five hub sites implemented across City. Connection to 106 council sites and a number of business sites
City Fibre - phase two	In progress	Installation of access connection points on the dark fibre network.	City Fibre progressing with the roll out of dark fibre providing capacity for up to 220 additional access points, connecting CCTV and traffic signal sites. Fibre connectivity provided to 78 sites with successful in-service connections to 7 traffic signal sites. Planned completion October 2017.

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