

Item No	Title	Lead	Project Rational and Detail	Risk on NOT progressing	Risk of progressing	Non Cashable Benefit	Cashable Benefit	One Off Cost to deliver	Temporary Staff Cost	Existing Staff Resource
1	Replacement of CRM	CPBS	MS Dynamics (software) is end of live in March 2019 and must be replaced - The CRM (Customer Relationship Management) system is central to managing effective customer service operations. The project will utilise the Goss ICM system as the Council's CRM. This will allow the roll-out of self- and assisted- service and the re engineering of most service request processes	No CRM	Potential loss of some CRM features	Enhanced customer experience Improved take-up of digital services Reduction in paper processes Allows Self / assisted service model	Removal of need for replacement CRM together with implementation costs	Goss project management -& Training £30000	0	3 CPBS shared Developers - 18 months
1A	Review and rebuild of all 'Report it' processes	Charlotte Paine / Andy Prior / CPBS	Continued process re-engineering. Work with services to rebuild and streamline all 'report it' processes within Goss forms replacing the old TR Forms. During this rebuilding, all processes will be analysed and re-mapped to ensure the best customer journey and maximum efficiencies are achieved. Where possible all systems will be integrated into the one 'My Account' function including the Bartec in-cab technology	Poor customer experience Labour intensive processes Poor take-up	Time and cost resource to implement Ability to cope with increased demand	Enhanced customer experience Improved take-up of digital services Higher number of issues reported Greater productivity (more issues responded to) Greater customer feedback	Reduction in officer time (Customer and Environmental Services teams)	Included in above	1PM 190 Days - £28690 1 Designer / UX 156 Days - £23556 1 Developer 120 days £18,120 Content Manager 120 Days £18120 Total: £88,486	£0
2	Open for Business	Greg Pearson	To ensure that South Holland's 'offer' to new/small/prospective businesses is clearly communicated and easy to access via a new online portal which: • Is easy to navigate • Contains information relevant to their needs • Uses language that businesses understand (i.e. not Council jargon)	Lack of investment in district	Time and resource	Improved Local economy - Measured by 1. New businesses moving to the area 2. Existing businesses expanding.	Increased business rates	£5000 (Est) - Goss Cost of new / modified template	1 PM 5 Days £755 1 Developer 30 Days - £4430 1 UX / Designer 10 Days - £1510 1 Content manager 10 Days - £1510 Total: £8,305	£0
3	Integration of Tascomi	Richard Boole	Integration between Goss customer portal and new Tascomi public protection software to present customer with a consistent view/process across all systems. This will enable customers to self- and assisted- service access to the new public protection system. Later iterations will allow automation of some processes, such as Taxi license renewals	Non integration with Goss would present user with a confusing using experience and the process would not link into the CRM process at all	Time and resource	Integrated systems reducing waste, improving the customer experience and facilitating the more efficient use of staff resources.	Greater number of people self-serving, resulting in a reduction in phone calls leading to reduced officer time. Specifically, process mapping a redesigned Taxi Licensing Process indicated a potential saving of £7.6k per annum in staff time.	Existing funding	1 PM 15 Days - £2265 1 Developer 90 Days - £15,100 1 Designer / UX Resource 15 Days - £2265 Total: £18,120	0
4	Integration of Northgate housing software	Jason King	Integration of new housing software with Goss to allow: • Creation of tenants portal • Allow customers to self and assisted service with new housing system. This will include reporting maintenance issues with Council houses, giving notice, selecting and moving into a new property.	This project has the highest potential to produce significant cost saving an efficiencies; non implementation would prevent these savings	Time and resource	Integrated systems reducing waste, improving the customer experience and facilitating the more efficient use of staff resources.	Some cost efficiencies have already been realised as a result of the Housing service review and this project will put processes in place to allow the new service structure to operate more efficiently. However further savings can be achieved by: 1. Reduction in phone calls. (By putting this process online it is estimated that the take up will be in the region 50% resulting in approximately 7,000 less calls) 2. Ability to charge tenants for chargeable repairs 3. Reduction in void time 4. Process mapping the rent account management function, indicating a potential saving of £76k per annum in staff time.	Existing funding	1 PM 90 Days - £13,590 1 Developer 120 Days - £18,120 1 Designer / UX Resource 15 Days - £2265 Total: £33,975	£0
5	Digitalisation of Revs & Bens processes	CPBS / Sharon Hammond	Automation of many R & B processes to allow greater levels of self- and assisted-service. Allow single sign on via Goss customer portal.	Out of date processes No digital option Higher costs Low customer satisfaction	Time and resource	Improving customer experience for residents	Time savings for officers	Detailed in CPBS transformation programme	Not yet scoped	Detailed in CPBS transformation programme
6	Migrate EHTC Website to new template	Craig Fowler	Migrate EHTC Website to new template and ongoing improvements to the site to improve SEO (Search Engine Optimisation), conversion rate (web visitors to booking numbers) and repeat visitors.	Low traffic to website Lower conversion rate	Time and resource	Enhanced reputation Increase consumer confidence and staff morale More professional looking and 'business like' feel Better Customer service More efficient processes	Increased conversion rate and booking numbers - Greater revenue - estimate at £20k per annum	£1500 Template modifications	1 PM 5 Days - £755 1 Designer UX Resource 5 Days - £755 1 Content Manager 10 Days - £1510 Total: £3,020	£0
7	Capita payment page	Andy Prior / CPBS	Improvement to the Capita payments page are to present the same look and feel as the new website. Currently the page does not match the site and is putting residents off using it due to perceived security issues	Low take up of online payments Reputation of SHDC Customer satisfaction	Time and resource	Enhanced customer experience Improved take-up of digital services and Staged contact process replacing all other contact means on websites. Detailed tracking of user journeys Overall a greater volume of online payments Reduction in phone and face to face contacts	Greater take up of online payments - reducing accounts and CC staff time	3. One off Capita cost of £23,000	1 PM 5 Days -£755 Total: £755	1 Developer 10 Days
9	Online 'Venue' booking	Emily Holmes	The implementation of Book and Pay across these two services will allow residents to self serve (and be assisted) in the booking of sports pitches and community rooms	Resource Intense process low occupancy / booking of SHDC facilities Poor customer service	Time and resource limited take up once built	Allows real time booking of SHDC facilities 24/7 Minimal administration replacing current fully manual process Improved customer satisfaction	Reduction in Communities staff time that is now urgently required following a reduction in staff numbers	Existing funding	1 PM 10 Days - £1510 1 Developer 25 Days - £3775 1 Content Manager - 50 Days - £7550 1 Designer / UX Resource 16 Days - £2416 Total: £15,251	£0
10	Cautionary contacts database	Sarah Wolstenholme-Smy	Adapt and roll out Cautionary Contact database to SHDC to allow the flagging of customers who represent a potential risk to staff	Staff welfare	Time and resource	Reduction of risk to staff welfare Legal action against council	Lower administration cost	Existing funding	1 PM 5 Days - £755 1 Designer UX Resource 5 Days - £755 1 Content Manager 10 Days - £1510 Total: £3020	
11	Integration of GIS mapping - Expansion of My Account	Rob Walker	(Stage 3) of Add dynamic maps to the South Holland website: Add maps to 'report it' function	Reputational risk	Time and resource	Improvement to SHDC website Customer satisfaction	Reduction in customer contacts	Existing funding	1 PM 5 Days - £755 1 Developer 15 Days - £2265 Total: £3,020	£0