

## Appendix 3

### Epping Forest District Council - e-Government Strategy

1. The Council established this strategy in January 2002 with its submission of IEG1. This was modified slightly by IEG2 in October 2002 and restated by IEG3 in October 2003. IEG4 and subsequent returns have not required a strategic statement, but the Council has made some technical changes to this strategy to reflect current IT best practice.
2. The Council's e-Government strategy is broken down into two main themes as follows:

#### Customer Contact theme

The Council will enable all their customers to access services in a way that gives a more convenient and flexible service but in doing so allows the Council to work more effectively and become more efficient.

This is being achieved by:

- Allowing all customers online access to their relevant personal or business information, including money they owe, or their current position in relation to grant, benefit, licence or other regulatory applications. This will cover access by the Council suppliers to procurement information and online access to procurement opportunities.
- Providing an on-line payments facility that allows both personal and business payments to be made for a wide range of Council services
- Allow customers to apply for all relevant Council services online, where the legally possible. This will include applications for grants, benefits, licences and other regulatory services.
- Allow customers to book and pay for facilities, resources and events on-line.
- Allow customers to access and participate in the democratic decision making function of the Council. This will include full online access to the complete democratic decision making process.

The main enabling technology for the customer theme is web and telephone based "self service" applications and the use of a corporate Customer Relationship Management (CRM) system.

#### Business theme

The Council will reengineer its back office functions and related processes to ensure the efficient delivery of the Customer theme.

The business theme is being achieved by:

- Implementing a dedicated corporate Customer Contact Centre (CCC) The CCC will have access to all relevant customer information via modern IT solutions from both internal Council services and other relevant Government agencies. This new business unit will facilitate all initial contact with customers of the Council. Currently over 80% of contact with the Council is made via the telephone and therefore the CCC will be making full use of all the other strands of the customer contact theme when facilitating customers via the telephone or face to face.

- Streamlining the Council's back office functions to fully accommodate the CCC and consider a "joined up" approach to the back office service both internally and with other Essex Local Authorities
- Introducing a corporate approach to procurement
- Introducing a comprehensive e-Government training programme to ensure that all staff are able to make effective use of the new ICT environment
- Considering the introduction of Home Working to allow for a more flexible approach to the recruitment and retention of staff and the releasing of office accommodation

The enabling technology for this theme will include the following key corporate components:

- A single corporate approach to the management, use and control of corporate ICT infrastructure (Voice and data networks, personal computers, mobile computing, mobile telephony, remote working, printers and related applications)
- A strategic corporate approach to back office systems. Back office systems relate to the specialist application used by Council staff to administrate and manage a specific business area or generic business function i.e. Council Tax, Financial Management, Planning, Housing, Benefits, ERDMS, GIS, CMS etc.
- A Content Management System (CMS). This manages and control what is commonly known as the Council's website.
- The integration of all back office systems, at the appropriate level, into a corporate Customer Relationship Management (CRM) system. The CRM effectively provides a single view of all customers of the Council and the related information (correspondence, contact, billing etc). Access to the CRM maybe granted to Members and other government agencies, with appropriate restrictions in place.
- A corporate Land and Property Management system that supports the National Land Inquiry System (NLIS) and the National Land and Property Gazetteer (NLPG)
- A Geographical Information System (GIS) to allow all relevant information to be accurately visualised. This currently relates to mainly property based information.
- An Electronic Records and Document Management System (ERDMS) to allow for a single corporate records system for the whole Council. This system is critical for both the CCC and in addressing the expected growth in access to information generated by new rights under the Data Protection Act 1998 and the Freedom of Information Act 2000
- A Committee Management System to manage the complete democratic decision making process. To include the provision of electronic access to Members in support of their District Councillor duties.
- An e-Procurement/Purchasing system to manage the current manual process and to facilitate new methods of procurement. These include e-Tendering and e-Auctions