Platform for Transformation
Derby City Council
A strategic IT framework for business transformation

B: Improved access, efficiency, ways of working
S: Council-wide, partners
T: Web, CRM, mobile, EDMS, GIS

Derby has bucked the trend for point solutions to meet e-government objectives, delivering a strategic, architectural framework for the provision of ICT.

The council has developed a flexible and scaleable, strategic ICT framework that enables multi-partner, collaborative business transformation, within a secure and sustainable environment

A fully-integrated CRM links to workflow and knowledge management, to support multi-agency collaboration. Remote and mobile working is provided as a generic council-wide service; council meetings are webcast; and internet content management services are provided for four local authority partners.

Development of this inherently flexible and scaleable ICT 'toolkit' has been driven from the early established vision statement:

'If our objective is to provide better service at a reduced cost, then we must recognise that information is a corporate asset that requires careful management to achieve our goals.

The ability of an organisation to use its wealth of knowledge is defined by its capability to access and share information flexibly and securely, irrespective of format, location or delivery mechanism.'

Recent successes at Derby include:

- introduction of a council-wide remote and mobile connectivity hub
- an integration hub, with an initial project linking five line-of-business applications to a .NET property gazetteer
- wireless enablement of meeting rooms and the council chamber
- web-casting of council meetings.
- a fully integrated CRM solution
- multi-agency collaborative working
- content management services for four local authority partners.

A number of intranet / extranet applications have also been implemented including:

- decision management system
- performance management application
- an in-house programme management application.

Derby's perspective is that e-government requires a strategic investment if it is to be sustained over the long term. Delivering all generic ICT-based services within an integrated framework gives Derby the ability to 'forget about the technology', allowing its change team to focus on business transformation, in the knowledge that they will be able to build enabling solutions from the combined components of the corporate infrastructure.

The main difficulty has been to move the organisation away from a focus on 'point solutions' to deliver business objectives. This has the added difficulty of making efficiency benefits measurement a time-consuming and potentially inaccurate exercise, since the benefits of a single corporate investment affect the business solutions of multiple services, in diverse ways.

However, as the framework nears completion, Derby is seeing substantial savings affecting every service area, delivering a capability to reuse the corporate infrastructure components time and time again, facilitating wholesale business transformation. Corporate EDMS demonstrates a capability to deliver savings in excess of £1m, when compared with application-specific modules from proprietary suppliers.

The blade-server / SAN based data centre has saved in excess of £180,000 this year alone, compared with traditional deployment configurations. Server deployment continues to reap average savings of at least 50 per cent on every deployment. Each web content management partner is saving around £40,000 per annum by using the Derby environment.

Productivity continues to improve internally with the use of online collaborative working, allowing Derby employees to work together with external partners. The connectivity hub allows members and staff to work remotely, with full access to mailboxes and extranet based applications. Members also work in cabinet without paper, by accessing the intranet / extranet based council members information system wirelessly, using tablet PCs. A combination of framework components allows members to access the same system remotely, to deal with issues raised by citizens.

Customers calling Derby's contact centre have a greater percentage of calls dealt with first time, because the integration between the corporate CRM and line of business applications delivers important information to the point of service. In general, citizens benefit from every aspect of Derby's framework, since all projects are delivered with a customer focus as their starting point.

Key

B: Benefits
S: Sector
T: Tools