

IT FORWARD PLAN UPDATE

Policy & Performance Advisory Committee - 19 February 2019

Report of Chief Officer Corporate Services

Status: For information

Key Decision: No

Executive Summary: This report outlines the work the ICT service has undertaken over the last 2 years to help the authority move towards its corporate goals and summarises its future roadmap.

This report supports the Key Aim of Effective management of resources

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Recommendation to Policy & Performance Advisory Committee:

That the report be noted.

Introduction and Background

- 1 The ICT service at Sevenoaks consists of three teams that provide the core services in three distinct areas: Support, Software Development, and GIS and mapping functions. This outline report highlights the achievements of the last 24 months and then sets out the strategic direction of the next 24 months.

IT Department – What we do



Enablers of
Service Delivery



Servicedesk / Support



Desktop / Laptop
Server Maintenance
Corporate Printers
Network Management
Office 365 Services (Email & OneDrive)

Development



Customer Relationship
Management (CRM)
Databases
Web Services
Public Access

Property Information



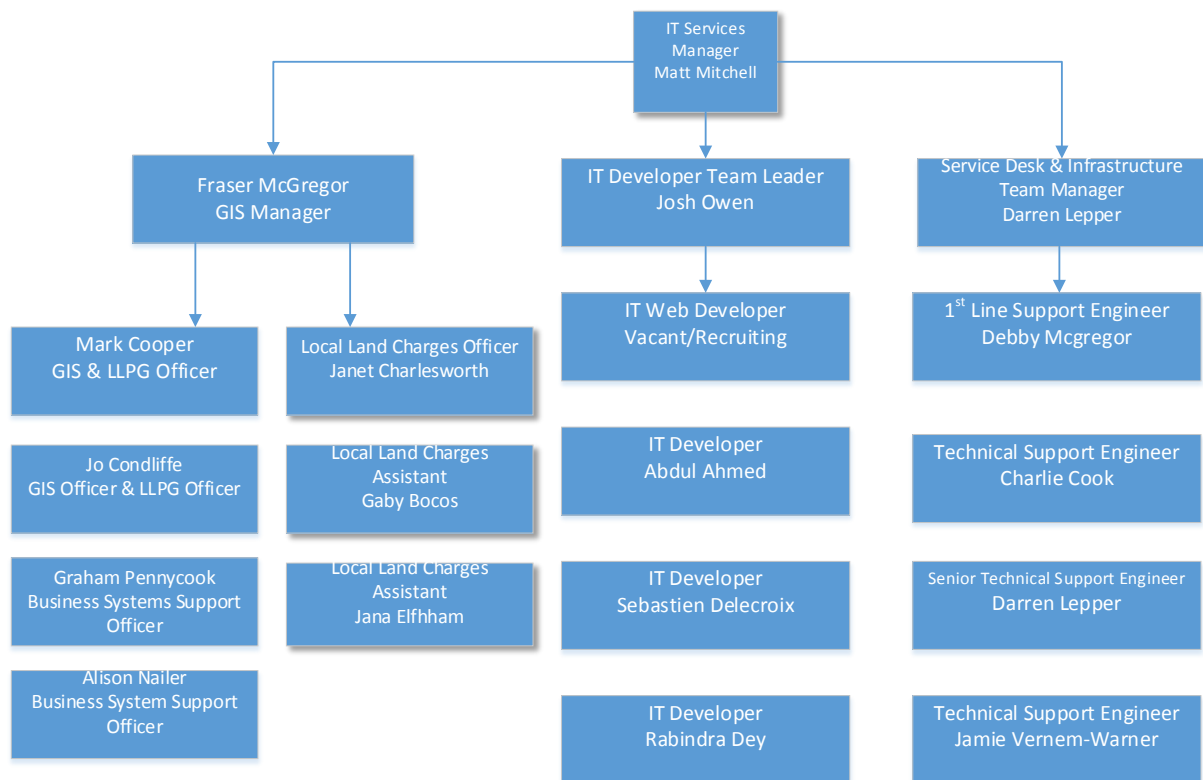
Street Name & Numbering
Graphical Interactive Maps
(GIS)
Document Management
System (DMS)

Members

2

- 2 **Support:** Looks after the actual hardware and software for the authority and general network maintenance. In addition to this they run the Council's Servicedesk which deals with day to day queries from the service areas.
- 3 **Development:** Team of software Programmers that build and maintain bespoke software supporting Council services. Also responsible for maintaining the Council's various databases. The team also build and maintain interfaces between the Council's systems which allows them to share information between those systems.
- 4 **GIS & Mapping:** Responsible all interactive mapping, Local Land Charges, Street Name and Numbering and maintaining data integrity within our Corporate data system "Uniform". This provides services to Licensing, Planning, Building Control and Environmental Health. Also provides online access to our online Public Access systems that help residents access council services online.

Team Structure:



Completed Projects

Support:

- 5 Over the last 24 months the Support team have dealt with a variety of Infrastructure Projects which have included:
 - i Replacement of the Councils main IT switch infrastructure that maintains the Councils primary data Network. This was done within budget and mostly out of hours over weekends to minimise disruption to the business.
 - ii Migration over to Office 365 Cloud Platform for Members and Staff, which consisted of over 350 active users. Again this was done within budget and predominately out of hours.
 - iii Workstation upgrades and refresh to move all Council owned workstations over to a secure encrypted Windows 10 Platform.
 - iv Moved the Councils incoming telephone lines over to digital SIP trunks which reduces call costs and increases Resiliency in the event of failure.

- v Implemented new remote working solution that allows users to login securely from home to all council IT systems via dual authentication via SMS text sent to users mobile.
- vi Launched new Website which included connecting existing backoffice systems into the frontend.
- vii Bring your own Device (BYOD) program setup to allow users to utilise their own Phones, PC's etc to allow access to Council's systems on any device they choose. This reduces the need to supply Council owned equipment which reduces hardware costs.

6 Development:

- i Released new Customer Relationship Management (CRM) system written entirely in house and designed by our service areas to their specific needs. This allows us to retire our the existing commercial system, and have complete control of future modules that will be written to expand the system into every business area.
- ii Launched Paypal for online payments to Council Services.
- iii Designed and published new Accident Reporting system for all areas.
- iv Worked with all Business areas to make data GDPR compliant.
- v Devised and launched Red Dot System to alert on disruptive persons for protection of visiting officers.
- vi Replaced over 50 forms to digital interactive forms that do away with paper based information.
- vii Designed and Published the Dementia Run Website
- viii Launched MOT booking site for mobile devices.
- ix Constructed planning enforcement database which will shortly display enforcements on a public interactive map.
- x Upgraded the Council's Ebase Platform to accommodate more Digital Forms.

7 GIS & Mapping:

- i Planning Map - Published the interactive planning map to allow customers to search for all spatial planning policies which apply to their area of interest and provides them with a downloadable report detailing this. By allowing the customer to self-serve this information, this has reduced the number of phone calls to planning/customer solutions requesting this.
<http://maps.sevenoaks.gov.uk/planning/index.html>

- ii Launched Locally Listed Building consultation map (two consultations). https://maps.sevenoaks.gov.uk/local_list/
- iii Published Assets of Community Value Map/register. <https://maps.sevenoaks.gov.uk/assetsofcommunityvalue/>
- iv Shortlisted (top three nationally) for ESRI Customer Success Award for Community Engagement - use of ESRI Crowdsourcing App for Draft Local Plan Consultation and background python automation.
- v Designed and published CIL Interactive Tool - The CIL tool is a web based interactive dashboard built using PowerBI to display money due to each Parish Council for CIL - information that was often requested by Parish Councils. The tool allows customers to drill down by Parish, and period and displays information on each planning application that makes up the payment complete with a link to Public Access. All information is automatically extracted on a daily basis from Uniform to ensure the information is always up to date.
<https://app.powerbi.com/view?r=eyJrIjoiaMTQxNWRRNGItNzQ4YS00YTc5LTg4NzQtYzYzc0NmMzMzMDVhZWFiIiwidCI6ImZjMDc5YWJkLWMyNjgtNGM1Ny1hZDY4LTU4YTFlOWU1NTk4OCJ9>
- vi Created the Brownfield Sites map/register. https://maps.sevenoaks.gov.uk/brownfield_register/
- vii Tree Survey Field Collection App. A web app has been created to allow information to be collected on the condition of trees on council land. All information is input on tablet does not rely on internet connection in the field as it can be synchronised once back in the office. The app has just been updated to allow the data to be stored in the cloud to ensure the reliability of synchronising the data.
- viii Planning Map Automation - For every Lawful Development certificate that Planning issue, a map is required. An computer script has been written to automate this process as soon as an application is received. This will have an annual saving of 54 hours to the GIS team, as well as ensuring Planning have the maps in a timely fashion without having to request each one through Servicedesk calls. A similar script has been created to produce the maps required for Planning Committee reports.
- ix Sevenoaks Open GIS Data Portal - We publish an increasing amount of datasets on our portal (currently 16), which is a website that allows the public to view and download GIS datasets, including Tree Preservation Orders, Brownfield Registers, Metropolitan Greenbelt, Assets of Community Value. The data is available in various formats and is accessible free of charge, 24 hours a day. By publishing this data in this way we are promoting transparency and potentially reducing the number of enquiries directly to officers or via Freedom of Information requests.

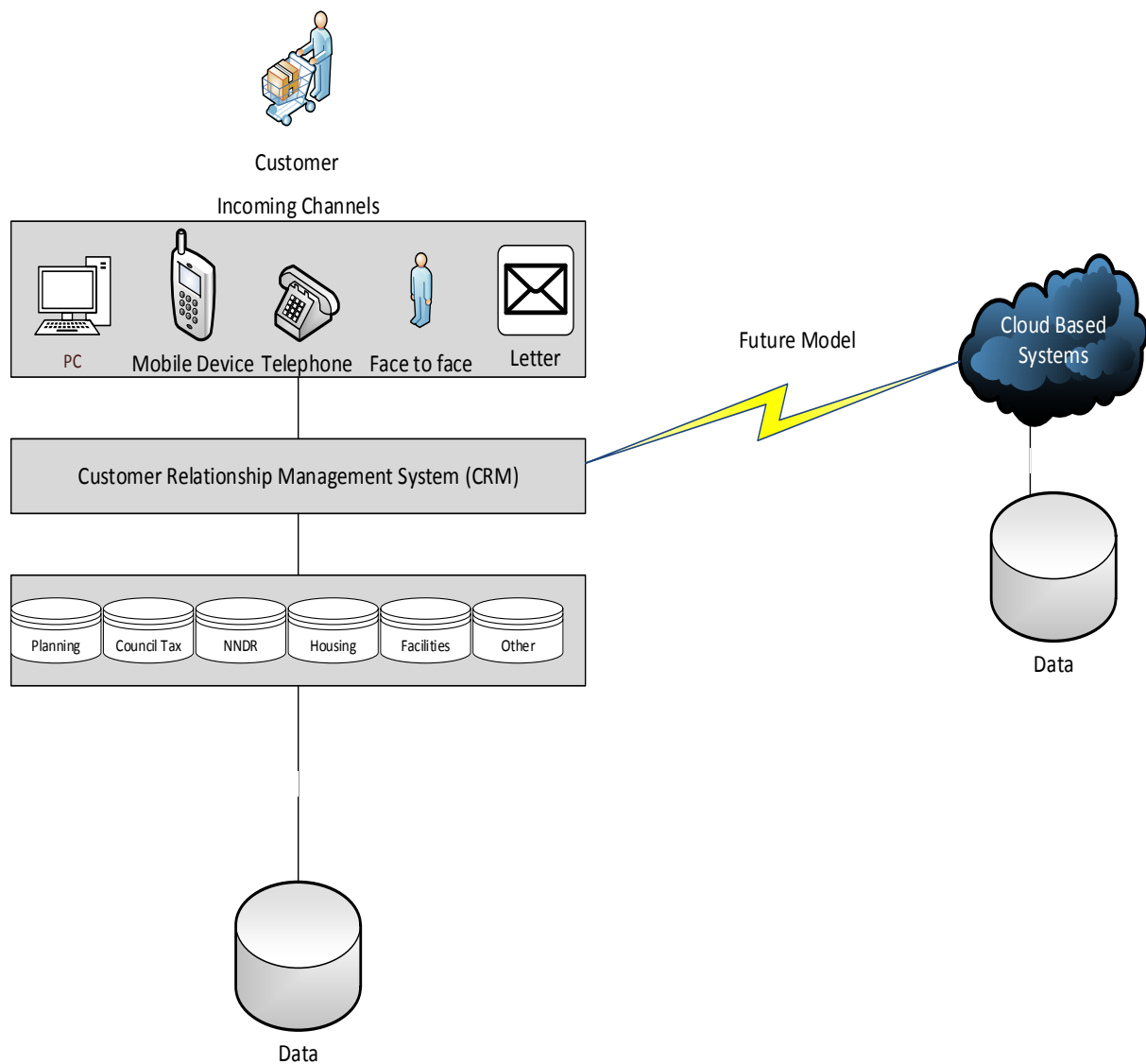
Street Naming and Numbering and LLPG

- 8 Street naming and numbering is a statutory Council function. The primary purpose is to create addresses, which are logical and consistent and to ensure that properties can be located quickly in all situations. This is important as various organisations, delivery, postal, emergency services and the general public need an efficient way of locating and referencing properties.
- 9 The SNN function requires us to consult with the Royal Mail and Parish Council's when developers require new street names. When a customer submits an application to alter or add a house name, we again consult with the Royal Mail, whilst also performing checks of our own, weighing up the potential for any addressing confusion now or in the future. The SNN Officer is also required to adhere to the Data Entry Conventions document. During the course of the last year over eight hundred properties and streets went through the SNN process.
- 10 SNN are also responsible for the maintenance and upkeep of street name plates throughout the Sevenoaks district. This combines the ordering of replacement street name plates when they suffer damage or go missing as well as the cleaning of street name plates should they become obstructed. We work closely with our colleagues at Dunbrik to ensure this takes place when required.

The Local Land Property Gazetteer

- 11 All 348 authorities within England and Wales have an LLPG Custodian, who is required to maintain their authorities Local Land and Property Gazetteer to BS7666 standard. Each authority is obliged to follow the Data Entry Conventions document, which dictates how properties are created in the LLPG. Each authority receives a monthly report detailing the quality of their LLPG by scoring it against ten criteria. Sevenoaks are maintaining gold status. The criteria we are scored against are -
 - Positional accuracy
 - Data consistency
 - Residential classifications to three levels
 - Matching to the Ordnance Survey's Priority Objects list
 - Matching to the Valuation Office and Royal Mail Postal Address File (New - Less than two months)
 - Matching to the Postal Address File (Old - more than two months)
 - Street comparison between the local and national street gazetteer
 - Accuracy against non domestic rates records
 - Accuracy against council tax records
 - Update frequency to the national address hub

Future Roadmap



Customer:

- 12 The Sevenoaks customer has multiple channels in which to engage with the Council these include the traditional channels of letter, telephone or face to face. However the traditional methods don't support the modern citizen who require 24/7 access to our services.

Incoming Channels:

- 13 Historically the most utilised forms of interaction with the Council has been through the older channels as mentioned above, but increasingly the customer has an expectation of being able to access those services anytime and in any place. This requires that we channel shift to platforms that support digital interaction so that the customer has access to their services when they require them. This will also allow the Council to

deploy more self service operations where the customer has access to the information or the council without the need to use one of the more costly traditional channels mentioned above.

Systems and Data:

- 14 Each major section has its own line of business systems that are unique to their service delivery and supplied by a limited number of companies. This is still largely the case within local government and is a barrier to true data sharing. Typically these systems will only talk to products that are supplied by the same supplier and are run on the premises with Council hardware. If a piece of functionality is needed to be added then this involves further costs as the supplier will need to add this requirement to their software. This is also a barrier to moving to a cloud based offering as these suppliers tend to not embrace the cloud as its not their traditional model.
- 15 In order to move around this restriction and to share data across all service areas the council has adopted a strategy of having a “golden ticket” which means it has its own system that all data is put into. This system then effectively feeds the other systems with the data that they require from our master system that contains all customer and council data. This eradicates the silo data model that has dominated local government for the last 30 years and open up the market to cloud based competition. The system we use for this is our in-house CRM.
- 16 As mentioned above each business unit tends to have its own unique line of business systems, which means it has its own unique data. Whilst this model has been the case for many years it also means that data becomes siloed within its own system and isn’t shared with other systems and service areas. This is a barrier to not only good data management but also makes adopting a cloud strategy more difficult as potentially any cloud system has to share its data with the systems that remain on premises. The supplier of these older systems have little or no incentive to move across to a cloud model as its not their current business model.

Customer Relationship Management (CRM):

- 17 CRM is a technology that not only lets you store data of all your customers; it also enables you to keep track of all interactions that you have with them, along with helping you manage follow-ups. Simply put it’s a one stop shop system that appropriate staff to see everything that’s happening with that customer from just one single system.
- 18 Sevenoaks has developed its own in house CRM system which was written entirely by the in house development team, which has reduced are reliance on outside suppliers. It also has the benefit of the system can be tailored and refined without incurring costs that would come from a commercial offering. This also makes it easier for staff to get access to

this information from one single system instead of having potentially use multiple different systems to get to the same data.

- 19 Our CRM system was launched in our Customer Services section 6 months ago. This means operationally the Customer Services team are able increasingly able to deal with enquires straight away and without having to refer to specialists in a particular service area. As we roll the system out into other departments this capability will only grow meaning that more general enquires can be dealt with at first contact without having to refer to the specialist business area. This frees up departments to concentrate on their core services while general enquires can be handled with just the customer services team.

Cloud Based Systems:

- 20 Simply put, cloud computing is the delivery of computing services - servers, storage, databases, networking, software, analytics, intelligence and more - over the Internet ("the cloud") to offer faster innovation, flexible resources and economies of scale. You typically only pay for cloud services you use, helping lower your operating costs, run your infrastructure more efficiently and scale as your business needs change.

- 21 The advantages of Cloud based computing are:

- **Cost** - Cloud computing eliminates the capital expense of buying hardware and software, and setting up and running on-site data centres - the racks of servers, the round-the-clock electricity for power and cooling, the IT experts for managing the infrastructure. It adds up quickly.
- **Performance** - The biggest cloud computing services run on a worldwide network of secure data centres, which are regularly upgraded to the latest generation of fast and efficient computing hardware. This offers several benefits over a single corporate data centre, including reduced network latency for applications and greater economies of scale.
- **Productivity** - On-site data centres typically require a lot of "racking and stacking" hardware setup, software patching and other time-consuming IT management chores. Cloud computing removes the need for many of these tasks, so IT teams can spend time on achieving more important business goals.
- **Speed** - Most cloud computing services are provided as self service and on demand, so even vast amounts of computing resources can be provisioned in minutes, typically with just a few mouse clicks, giving businesses a lot of flexibility and taking the pressure off capacity planning.

- 22 Sevenoaks is moving towards this model and it about to migrate its Uniform system into the suppliers Data Centre which will benefit from the advantages listed above. As more suppliers adopt this strategy it will reduce our risks and costs moving forward.

Financial

Legal Implications and Risk Assessment Statement.

Equality Assessment

Appendices None.

Background Papers None.

Chief Officer Corporate Services