

Caerphilly County Borough Council

In the Digital Space

What We've Been Up To @



- ▶ Creation of A New Digital Strategy
- ▶ Go Digital Days
- ▶ Implementation of Office 365/Microsoft 365
- ▶ Introduction and Development of Abavus
- ▶ BI / Analytics / Insight

Digital Strategy

We are currently recreating our Digital Strategy where the Customer experience will come first in all that we aspire to do. To achieve this we will look to the below.

- ▶ Deliver easy to use, efficient and attractive Digital services that customers will choose to use instead of the traditional contact channels. We refer to this as making our services 'Digital First'.
- ▶ Designing our digital services around the needs of the customer
- ▶ Make appropriate services 'Digital by Default', meaning that they will primarily be available digitally.
- ▶ Design digital services so that the widest group of customers will be able to use them, but we will always ensure that there is an alternative solution for customers who are unable to use them.
- ▶ To Achieve this we will look to develop the new Abavas system, the introduction of new technologies such as chat bots, Live Chat, AI including conversational device like Amazon echo, Office/Microsoft 365 etc.

Go Digital Days

Digital and Customer Service have arranged a Number of Go digital days, during the days we achieve the following.

- ▶ The first day gave CCBC staff and Councillors a flavour of the digital platforms that could support Caerphilly County Borough Council services in the future. These technologies were showcased by number of vendors including Microsoft.
- ▶ The second day allowed Digital and Customer Services to show how our current technologies enable us to work smarter, more dynamic, efficient and cost effective.
- ▶ The next event planned is **“Schools Go Digital” on Tuesday 26th March** (organised by our Education IT Team) is aimed at schools and will feature experts from Apple, Google and Microsoft highlighting **How Digital Technology can improve learning outcomes in schools.**

Office 365/Microsoft 365

- ▶ We have recently configured our Office 365/Microsoft 365 Tenancy.
- ▶ We are currently Evaluating products for best fit.
- ▶ We've rolled out to a number of IT staff as a starting point.
- ▶ After this is complete we will look at creating a roll out plan with an aim to use authority wide. This will allow us to create an agile, secure and robust working environment.
- ▶ We are confident this will change our way of working, making for easier collaboration, allowing Agile working on the next level and providing us with the latest and greatest tools to serve our customers.

Abavus

The Abavus development, which will see our customer interface overhauled

- ▶ We are currently in the early stages of Abavus, we have at present an 18 month development plan.
- ▶ Identifying service areas where Abavus will replace existing systems, rationalising the amount of systems we have and the cost to the authority.
- ▶ We are developing our first phase of service forms. As part of this phase we will be developing a number of system including the new Residents parking permit process , allowing residents to pay for refuse and recycling containers online, developing 41 other service forms and also the Customer portal that customers can create an account.
- ▶ Phase 2 will be about integrating into the back end systems of Mayrise and Civica APP.
- ▶ Phase 3 includes a full review and redesign of the Waste Management service, which will include residential and commercial waste, street scene and cleansing
- ▶ Late summer will also see the launch of a mobile app that citizens will be able to download. This will allow for reporting, applying, information about their area.

BI / Analytics / Insight

Current position:-

- ▶ Historically SQL SSRS.
 - ▶ BI Technical courses completed.
 - ▶ Corporate Mgmt given a review of BI potential.
 - ▶ In-house POC in several service areas completed.
 - ▶ In-house implementations planned in Procurement and Performance dept.
 - ▶ Full corporate health-check of data being undertaken.
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