

RETHINK

TRANSFORMING LOCAL SERVICES

CATALOGUE OF INNOVATION
AND EFFICIENCIES SAVING
THROUGH TECHNOLOGY



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AGILE WORKING AND SMARTER WORKING

Over the past two years, Medway Council has introduced an Agile Working programme, designed to enable staff to work more flexibly, while at the same time supporting the council's challenge to reduce the size of its property estate and to achieve efficiencies wherever possible.

REASON FOR DEVELOPMENT/ PURCHASE

Revenue savings.

METHOD OF DEVELOPMENT

To establish this programme, the first steps taken were to determine the type of workforce Medway Council had in place. Business analysts visited every service and, based on the service provided, each member of staff was identified as either a fixed desk or a mobile worker.

Those identified as fixed desk workers were allocated a thin client device. Those identified as mobile workers were allocated a tablet or laptop, depending on the applications in use and the type of work carried out.

To support flexible working, the Council has introduced Agile-Remote, a Citrix VDI remote access solution, giving staff access to their thin client desktop from wherever they wish to work; which may be out in the field, from home or from a professional drop-down zone in council buildings such as libraries and community hubs.

A corporate wireless network solution branded locally as Agile-Net has also been installed across the estate, giving staff more flexibility across the main Gun Wharf building, together with banks of hot desks where staff are able to dock their device and work.

Under the umbrella of Agile Working, the Council introduced the Smarter Working @ Gun Wharf project. This project focuses on efficient use of the council's estate by reducing the desk ratio to the industry standard of 7 desks to 10 people, providing flexible breakout space for staff on each of the floors, and reconfiguring the large basement area to enhance storage facilities for business records and equipment.

BENEFITS TO THE ORGANISATION

Revenue savings, energy efficiency, carbon footprint reduction and maintenance avoidance. Good mobile device management software, installed on both council devices and personal devices, ensures that data remains secure and also ensures that the council remains compliant. appropriate service and support.

SAVINGS MADE THROUGH THE USE OF TECHNOLOGY

Enabled staff to move out of four buildings potentially generating revenue savings in excess of £1 million. Smarter working is also a key part of the council's overall property rationalisation project which has the potential to make nearer £2 million in revenue savings in the future, and reduce a maintenance liability of £2.5 million, in addition to unlocking these larger sites for future development to meet Medway's housing needs.

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CLOUD INFRASTRUCTURE

kcc has begun the process to move some services to cloud based infrastructure. whilst this is still at its initial phase the council expects that over time significant parts of its current internal infrastructure will move to the cloud as hardware reaches its end of life.

REASON FOR DEVELOPMENT/ PURCHASE

The Council has a stated direction to move away from 'in house' provision of infrastructure towards Cloud services. It is anticipated that commodity services will be bought as Software as a Service (SaaS) where as other uses will be mainly Infrastructure as a Service (IaaS). It is perceived that use of cloud services will provide greater capacity at the same or lower cost than could be done 'in house'.

METHOD OF DEVELOPMENT

The first move to IaaS will be the test and development environments to use the Azure platform. This allows test environments to be easily created and replaced as necessary and will increase developer and test productivity.

BENEFITS TO THE ORGANISATION

Avoidance of costs to renew 'in house' infrastructure. Significantly increased capacities and a wider range of services than can be provided in house. It should be noted that careful attention to management of the cloud environment is required to avoid infrastructure sprawl and unnecessary costs from unmanaged system usage.

SAVINGS MADE THROUGH THE USE OF TECHNOLOGY

Still to be determined.

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CORPORATE ROLL OUT OF INSTANT MESSAGING

Instant messaging software has been rolled out internally to all EK Services staff.

REASON FOR DEVELOPMENT/ PURCHASE

To reduce unnecessary email traffic, email inbox size over time and time spent 'topping and tailing' non-essential emails.

METHOD OF DEVELOPMENT

Different products were evaluated and tested widely. A free software tool was identified that required little development (just a small server). This was deployed, tested and then launched across the organisation via desktop roll out as well as via Citrix. All staff have been notified of its availability and are actively encouraged to use the software.

BENEFITS TO THE ORGANISATION

Non-essential email traffic is reduced, freeing up time spent topping and tailing emails, and managing email box sizes and the cost of additional email storage.

SAVINGS MADE THROUGH THE USE OF TECHNOLOGY

Currently being evaluated – as above, but it is expected to result in smoother, less formal communications across the organisation for non-confidential information.

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CORPORATE ROLL OUT OF VIDEO CONFERENCING

Video Conferencing and document collaboration software has been rolled out to all EK Services (EKS) staff.

REASON FOR DEVELOPMENT/ PURCHASE

To reduce unnecessary travel between EKS sites to attend meetings saving officer travel time and mileage costs.

METHOD OF DEVELOPMENT

Different products were evaluated and tested widely. Citrix 'GotoMeeting' was chosen and deployed. A series of 'superusers' were fully trained before the software was rolled out. User guides are available to all staff. 10 virtual meeting rooms are available that allow up to 25 users to attend each meeting either via webcam, microphone, telephone, laptop, iPad or smartphone. Each department has a designated virtual room which is managed via an internal diary function. Software also allows desktop sharing for remote document collaboration.

BENEFITS TO THE ORGANISATION

Non-essential travel between EKS sites is reduced, saving time and travel costs. Greater ability for staff to be located at a single site. Software being used for traditional internal meetings, 1:1's, training, supplier meetings, document collaboration, and remote assistance to homeworkers..

SAVINGS MADE THROUGH THE USE OF TECHNOLOGY

Currently being evaluated – monthly mileage costs and inter-site travel are being monitored to identify trends.

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DEVELOPMENT OF NEW APPRAISAL FORM

A complex pay and reward structure had resulted in feedback that the existing appraisal paperwork was poor. The team developed a new version in Excel using dropdown and macros to minimise input and maximise ability to capture behaviours and performance.

REASON FOR DEVELOPMENT/ PURCHASE

To minimise staff time spent recording information for the appraisal process and on the corporate moderation of the scores.

METHOD OF DEVELOPMENT

An initial version was developed and shared via the innovation website to seek staff feedback. Following this theme several iterations were developed and commented on, leading to a final version that has been rolled out corporately.

BENEFITS TO THE ORGANISATION

Reduced time spent on form completion. Greater consistency in evidence and fairer distribution of scores leading to consistency of reward funding.

SAVINGS MADE THROUGH THE USE OF TECHNOLOGY

Reduced staff time spent completing the forms and management time on moderation.

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DIRECTION OF THE NEW GRAVESHAM.GOV.UK WEBSITE

In Gravesham a new digital team was set up, believed to be the first in a Kent authority to be focussed solely on digital projects.

One of these projects is a new Gravesham.gov.uk website. The project includes a complete redesign with all content being rewritten, including all supplementary documents, development of a new internal process for colleagues to submit web changes, web accessibility achieving AAA compliance and with the overriding requirement of making major savings.

REASON FOR DEVELOPMENT/ PURCHASE

Financial savings and to meet both the Digital Strategy and Channel Shift objectives.

METHOD OF DEVELOPMENT

The new website has been designed by the Digital Team but coded by a Maidstone based web development company called Squiders.

The code for these designs will then be applied to Gravesham's CMS (Squiz Matrix) by their dedicated website developer. Content is being rewritten in parallel so that it's ready to be uploaded and checked before a BETA site is launched. Gravesham have documented their full journey in this process on a digital blog <https://digitalgravesham.wordpress.com/>

They have been very interactive in their methods, questioning and discussing everything along the way.

The Digital Team have taken over the role of uploading content onto Gravesham's current site but introduced 'Digital Champions' throughout the organisation who have become their eyes and ears in shifting transactions online and reducing avoidable contact.

A second phase of the project will be the introduction of a single online forms and CRM software package for customer services. This will enable the rapid and agile development of online transactions and efficiencies across the council.

Gravesham are also planning to introduce other enhancements to this project like web chat and complementary social media campaigns, messaging and a monthly newsletter sent to 600+ residents with the subscribers list growing by the day.

BENEFITS TO THE ORGANISATION

The major benefits will be the savings it will produce and being able to streamline services.

It will also be massively beneficial for staff who have already expressed views that our new designs are easier to use and direct customers to where they can access council services online.

SAVINGS MADE THROUGH THE USE OF TECHNOLOGY

Phase two of the project involves replacing the CRM and e-form software and this will result in savings and efficiencies.

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EGRESS SECURE EMAIL

Egress is a Secure Email system which complements KCC's public sector only, secure email systems. It allows emails and attachments to be sent securely to any email address. The sender retains control of the email and can limit access or even delete it after it has been sent.

The recipient accesses a secure portal to read and reply to emails. There is no cost to the recipient to use the system and the sender has no restrictions on numbers of emails or recipients.

REASON FOR DEVELOPMENT/ PURCHASE

KCC's existing GCSX and CJSM secure email systems are restricted to use by public sector organisations. KCC sends emails to a wide range of individuals and organisations that do not have access to either GCSX or CJSM, so we needed a system which would provide the same level of security to allow us to send emails to any email address.

The Egress system is easy for staff to use and is accessible for all email recipients outside of the organisation. It has CESG accreditation making it a viable option for sending emails securely.

METHOD OF DEVELOPMENT

KCC purchased the Egress Switch Gateway. The supplier helped us to implement the in-house solution and set up the policies to meet KCC's requirements.

BENEFITS TO THE ORGANISATION

All staff that need to send emails securely can do so, using the appropriate system, dependent on the recipient. KCC has reduced the risk of a data breach, which would incur significant reputational damage and financial penalties.

SAVINGS MADE THROUGH THE USE OF TECHNOLOGY

There have been some savings through more efficient working practices in teams who need to send secure emails, as previously there had been work-rounds which were time consuming and less effective.

KCC has reduced the risk of a data breach, which potentially could cost far more than the total cost of the system.

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ELECTRONIC PROOFS FOR HOUSING BENEFIT

Maidstone Borough Council have changed the way customers can submit proofs for housing benefit claims by creating a set of mobile friendly forms which customers can fill out on their phone, take a picture of their proof and then submit straight to the housing benefits team.

REASON FOR DEVELOPMENT/ PURCHASE

Maidstone wanted to change their procedure to reduce numbers of visitors to the Gateway and speed up the process of dealing with claims to free up more staff time which before would have been spent processing paper records to go onto the system.

METHOD OF DEVELOPMENT

Maidstone developed the mobile forms using their existing package 'Achieve Forms' and achieved the solution with very little additional cost because of this.

Now looking at rolling out the solution to other teams such as housing and parking.

BENEFITS TO THE ORGANISATION

This change has reduced the number of visitors to the gateway with housing benefit related queries, and has sped up the process of dealing with claims as now no paper records have to be processed and added onto the system by the housing benefit team but rather are uploaded by the customers.

SAVINGS MADE THROUGH THE USE OF TECHNOLOGY

The main savings made through the change has been to staff time.

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ENTERPRISE VAULT FOR EXCHANGE

Enterprise Vault (EV) is an email archiving solution.

REASON FOR DEVELOPMENT/ PURCHASE

To provide full email transaction auditing/recovery for Legal and support purposes. To improve exchange performance by reducing database size. To reduce recovery/DR scenarios restore times. To remove PST files from the environment as they generate helpdesk calls when they are corrupted, or get deleted or people lose them. To remove storage limitations on mailboxes which generate helpdesk calls. To improve user productivity as all archived emails are indexed and can be found regardless of how vague their search criteria may be.

METHOD OF DEVELOPMENT

EV was already installed at Maidstone, so after the MKIP data centre and central resource forest was implemented EV was installed in the Centre and then the feature rolled out across to Swale and Tunbridge Wells users. Exchange migration was completed first. EV runs from the centre on one 2008 R2 VM and performance is faultless.

BENEFITS TO THE ORGANISATION

Users have welcomed the product as they no longer have to clean out emails or create PST files to free up space. It has also been well received by HR and Legal as they often need conclusive proof on email transactions, whether it is date and times or if they were ever sent/received. PST files are a very inefficient method of storing emails so when imported into user archives we were able to decommission file servers that were used for PST stores. This created a lower admin overhead, and the helpdesk no longer receive PST calls.

SAVINGS MADE THROUGH THE USE OF TECHNOLOGY

It's difficult to quantify the time saved by the end user, but anecdotally they confirm finding emails they need is almost instant as the searching experience is so smooth.

Time saved on the helpdesk with reduced calls about mailboxes.

Storage is cheap and newer versions of Exchange have been designed around fast data access. EV introduces single instance storage back into your mail data and therefore cuts down on space issues.

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GOOGLE ANALYTICS (NOW UNIVERSAL ANALYTICS) ACROSS ALL ASHFORD BOROUGH

The implementation of Google Analytics (now Universal Analytics) to monitor and improve digital services through the use of website analytics during a process of channel shift, and for future website implementations.

REASON FOR DEVELOPMENT/ PURCHASE

Cost savings to be achieved through channel shift. Taking into account wages and overheads such as rent and energy bills, it costs the council:

- £30 to resolve a query face-to-face
- £3 to resolve a query over the phone
- 30p to resolve a query online.

By analysing Universal Analytics data, improvements can be made to the customer experience of content and services delivered by our websites.

METHOD OF DEVELOPMENT

We are using Google Analytics websites for development and configuration of analytics reporting and dashboards, and tag manager triggers and event tags.

We are implementing Google Analytics API's for the development of in-house data analysis reporting tools and dashboards in conjunction with Microsoft .NET technologies.

BENEFITS TO THE ORGANISATION

Improved visibility of customer engagement with the websites.
Having quantitative information to inform website design.
Gathering of digital management information used to prove and determine digital take-up of services.

Inform future business cases for digital change.
Realised cost savings made through channel shift.
Informing on the impact of social media activity (Ashford Borough Council currently has over 4500 Twitter followers and nearly 600 Facebook page likes).

SAVINGS MADE THROUGH THE USE OF TECHNOLOGY

£7,500 based on a shift of 400 customers to online services so far.

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GRAVESHAM BOROUGH COUNCIL IT TEMPLATE SOLUTION

Gravesham Borough Council has introduced new technology which both increases the satisfaction of the citizens and reduces costs. By implementing the “dynamictemplate solution”.

REASON FOR DEVELOPMENT/ PURCHASE

Inspiration from Denmark

We decided to look at international best practice and here we encountered the “dynamictemplate” solution developed in Denmark. It is a win-win solution which considers the total needs of council staff and citizens as well as the council. We expect great results. “Dynamictemplate” is a time-saving and quality assuring template solution developed by the Danish software company, Dania software, which is a leading supplier of template solutions for the public sector in Denmark.

Increased quality with minimum time spent

Each year, Gravesham Borough Council prepares thousands of documents and letters for citizens. Therefore, savings of a few minutes per letter means big savings in staff efficiency.

METHOD OF DEVELOPMENT

Integrations to council EDMS systems

“Dynamictemplate” integrates to the EDMS and line of business systems which are already being used in the council, including Idox Uniform and Northgate Information@Work. In the process of adjusting the functionality of “dynamictemplate” to Gravesham Borough Council’s needs, Dania software has worked closely with Northgate to ensure that the maximum benefit of “dynamictemplate” can be obtained with Information@Work.

Northgate has been an essential and committed co-operator, the assistance of which has helped ensuring Gravesham Borough Council an optimum solution.

BENEFITS TO THE ORGANISATION

With the “dynamictemplate” solution the number of necessary document templates is reduced drastically, from several hundreds to 4-8 templates. Concurrently, the solution automatically collects data directly from the central IT systems of the council. Then staff may easily and quickly choose the right template, finish the letter and process it digitally in the same work process. At the same time, it is ensured that the citizens will get the current updated and correct information from the council databases, which increases the customer satisfaction.

As the council moves to increase the number of self-service digital channels for local citizens, the additional benefit of “dynamictemplate” enables a consistent marketing message to be delivered across all forms of communication thereby increasing uptake and driving further efficiencies in other areas of the business.

SAVINGS MADE THROUGH THE USE OF TECHNOLOGY

Currently too early to quantify savings however we expect financial and staff time savings made through the move.

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INFORMATION GOVERNANCE PARTNERSHIP

Information Governance operating model designed for local public services. Supported by tools, resources and ready to use templates, together with an online self-assessment tool, the resources are designed to meet Information Commissioners Office audit requirements, and provide the information assurance elements of PSN compliance.

REASON FOR DEVELOPMENT/ PURCHASE

A Kent Connects study in partnership with University of Kent highlighted the need for an information governance model for local public services. This project articulates a model for good governance and assurance and provides the supporting resources and improvement tools.

METHOD OF DEVELOPMENT

The model was developed and implemented by a member authority. This provided a solid understanding of what works, and what good data protection looks like. The IG Self-Assessment Tool adapted the concept of the NHS IG Toolkit maturity model to make it more relevant to local public services, and used this to apply the model.

BENEFITS TO THE ORGANISATION

Individual organisations can set their own pace and priorities when improving their information governance and have tools with which to measure their maturity. Instead of each organisation drafting policy and procedure documents, most of which implement the same principles, these can be tailored from templates.

SAVINGS MADE THROUGH THE USE OF TECHNOLOGY

The IG Self-Assessment Tool offers a single view of an organisation's information governance maturity, and clearly identifies where improvements are needed, targeting resources and providing effective action plans. Together with the Information Governance online community portal, this offers a significant resource that brings together public service expertise through networking and events.

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KENT CONNECTS PORTAL UPGRADE

The Kent Connects web portals have been developed to create an online platform for secure information sharing within groups. This allows groups or individuals from partner organisations to share documents, minutes, agenda etc. from a central repository. This year the portal had a complete overhaul and has been fully upgraded.

REASON FOR DEVELOPMENT/ PURCHASE

There were a number of reasons for the development including increased security and up to date version support, gaining IL2 compliance for the system and the opportunity to increase storage space.

Alongside the security and system health requirements this was also taken as an opportunity to add in more functionality and give more control to site and portal administrators.

METHOD OF DEVELOPMENT

Kent Connects worked with Netsight to develop the new portal on the CMS Plone 4.4.5. and develop new features including:

- User self-management of information.
- Managed market place integrated into portal.
- Portal administrator greater controls to manage own portal.

BENEFITS TO THE ORGANISATION

Moving administration workload from site administrators (the Partnership Office) to individual portal administrators. Increased security for dealing with more sensitive documents. Increased performance as the portal now manages more than 3500 users.

SAVINGS MADE THROUGH THE USE OF TECHNOLOGY

Saves the Partnership Office time, which before would have been spent resolving queries.

Provides cheaper solution to partners with only a £1000 one off set up cost, unlimited storage, full time support. Everything is managed by Kent Connects so partners know what level of security they are getting.

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KENT CONNECTS WEBSITES UPGRADE

From April to June 2015 Kent Connects worked with the KCC Digital team to build not just the Kent Connects website from scratch but also two additional websites for Kent Connects' digital.together and Transformed by You initiatives.

REASON FOR DEVELOPMENT/ PURCHASE

The Kent Connects website has remained the same since its launch in 2007. Because of this lifespan and how the organisation has grown, the website no longer reflects the branding of Kent Connects or provides the services and information we want to make available to members of the public. Thus it was decided to build a new site from scratch that gave the most up to date and professional image of Kent Connects.

During the time of this decision the digital.together and Transformed by You initiatives were in the early stages of planning. It was decided that to provide the functionality for the Transformed by You challenge and to maximise the involvement from the public for digital.together, websites for each would be created as part of the same project.

METHOD OF DEVELOPMENT

Kent Connects worked with the KCC Digital team to produce the three websites using WordPress and has now begun hosting the sites with Amazon. The websites were built to be responsive so you can now access Kent Connects from anywhere. Kent Connects and digital.together were straight forward builds based around dynamic content, the Transformed by You website however required further development to allow voting and idea submission functionality.

BENEFITS TO THE ORGANISATION

The principal benefit to Kent Connects is improvement to its image. Now members of the public are faced with a family of related and professional looking websites that provide them with up to date and relevant information. For the Partnership Office the benefit is now a much easier to manage and simpler to use system that makes keeping the websites up to date quick and easy.

SAVINGS MADE THROUGH THE USE OF TECHNOLOGY

By improving our public facing web services we have made as much information as possible available on the websites and any transactions such as sign up for digital.together events, and self-service.

This has reduced the time the Partnership Office spends answering calls and emails that could be avoided.

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KENT WARP ALERTS

A WARP (Warning, Advice and Reporting Point) is a community-based service where members can receive and share up-to-date advice on information security threats, incidents and solutions.

REASON FOR DEVELOPMENT/ PURCHASE

Building upon the existing Kent WARP community who meet quarterly to discuss information security issues, a more immediate mechanism was required whereby members could warn each other of ongoing security threats within their environment.

METHOD OF DEVELOPMENT

An email list was identified as the most appropriate method of alerting members of the Kent WARP community, and an existing mailing list system was already in place for other uses. The Kent WARP partners were asked to propose staff who would participate in the alert list and these were programmed in.

BENEFITS TO THE ORGANISATION

Participating Kent WARP organisations can contribute and receive alerts via the mailing list system, providing notification to members on 'live' information security risks being experienced throughout the County.

SAVINGS MADE THROUGH THE USE OF TECHNOLOGY

By sharing critical information in a timely manner we are able to increase awareness and reduce the risks associated with information security incidents across the Kent WARP community.

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MEMBERS MOVE TO GOOGLE APPS FOR WORK

Sevenoaks District Council made the move to Google Apps for Work in May 2015.

The Council's IT team worked closely with elected Members to identify improvements in how core IT services could be offered. One of the main areas identified by Members was that they would prefer to be able to access their Council email service from more than just a web browser and have an ability to improve collaboration. The Council's IT team investigated several solutions for this and opted to move to the Google Apps for Work solution.

REASON FOR DEVELOPMENT/ PURCHASE

- Provision of improved, more appropriate access to core Council IT Services for Members
- Reducing costs
- Ability to support BYOD
- Improved resilience – now using cloud based services
- PSN Compliance

METHOD OF DEVELOPMENT

We worked with a Google partner to implement the solution. This took about a week to migrate our re-elected Councillors and newly elected Councillors.

BENEFITS TO THE ORGANISATION

Reduced hardware, software and management costs for the Council.

Members were provided with improved access to IT systems. The IT service were able to offer a secured BYOD service and Members got to choose devices that worked best for them.

SAVINGS MADE THROUGH THE USE OF TECHNOLOGY

Approximately £13,000 over 4 years, when compared to existing solution.

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OFFICE 365

KCC has purchased licenses to move email and associated services to Microsoft's Cloud offering Office 365 for all 11,000 staff. This covers Exchange, Sharepoint and over services in the E3 bundle.

REASON FOR DEVELOPMENT/ PURCHASE

The Council has a stated direction to buy commodity services rather than build these 'in house'. The renewal of our Microsoft Enterprise Agreement, combined with our email infrastructure reaching end of life has provided the ideal opportunity to do this. In addition the Council has moved to use Sharepoint online for EDMS and the overall cost made the move to Office 365 for other services very compelling.

METHOD OF DEVELOPMENT

Cloud based service. The Council will migrate all non PSN mailboxes to the Cloud service over the next 6 months while retaining the current Outlook desktop view for users.

BENEFITS TO THE ORGANISATION

Avoidance of costs to renew 'in house' infrastructure. Significantly increased capacities for mail storage and processing allied with an expected reduction in support costs for the email service. Additional benefits allow the Council to increase its information security with Data protection options bundled in the Microsoft online bundle.

SAVINGS MADE THROUGH THE USE OF TECHNOLOGY

Still to be determined

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REFRESHED INNOVATION WEBSITE

A review of our existing innovation team website led to the decision to re-launch with a new design but to host the website internally to address security concerns and to increase staff engagement.

REASON FOR DEVELOPMENT/ PURCHASE

To increase staff engagement with the business change and innovation process. To seek greater feedback from staff through voting on ideas and incentivising new ideas generation.

METHOD OF DEVELOPMENT

An internal WordPress environment was established an appropriate theme sourced and developed. All content moved to the new platform. Amazon vouchers made available via a random draw for all staff who submitted an idea with a theme of 'save the most amount of money with the least amount of effort'.

BENEFITS TO THE ORGANISATION

Greater engagement with the staff and fresh approach to business change and innovation.

SAVINGS MADE THROUGH THE USE OF TECHNOLOGY

Internally hosted website results in lower hosting costs and no need to search for secure third party hosting.

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REMOTE DESKTOP SUPPORT

Implementation of "PC Duo" remote control software.

REASON FOR DEVELOPMENT/ PURCHASE

Mid Kent ICT Services support three Councils and their shared services – in effect four groups of users and networks. A single team of ten Service Desk engineers based across three sites was struggling to provide the resources required at each location.

METHOD OF DEVELOPMENT

A number of options were reviewed such as extending functionality within an existing solution at one partner to the other two, but this was cost-prohibitive and was being decommissioned anyway. The PC Duo product was selected as it provided the team with a simple, but effective user interface and could successfully operate in multi-screen environments.

BENEFITS TO THE ORGANISATION

The Service Desk team can now support all 1500 users from any location, including from home. This means that a customer doesn't need to call their local IT office where staff present may be reduced that day.

SAVINGS MADE THROUGH THE USE OF TECHNOLOGY

Financial savings are difficult to quantify, but the ability to put Service Desk resources in any location and still support users at the other sites (including home workers) means that a more efficient service delivery is achieved through reduced travel and desktop visits.

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TABLETS FOR MANAGERS AND COUNCILLORS

In March, Gravesham Borough Council embarked on a project to supply Councillors and senior managers with Apple iPads.

REASON FOR DEVELOPMENT/ PURCHASE

The main driver for the project was to significantly reduce the amount of paper being printed each year for committee and management meetings.

METHOD OF DEVELOPMENT

After procurement all iPads were configured by IT ready for training sessions with the Councillors.

Alongside this, the Wi-Fi network at Gravesham was also upgraded. This would ensure the network was capable of handling a large increase in usage.

Group training sessions were arranged for late May, post-election, and all Councillors were required to attend. Basic iPad functionality and using the Modern Gov App for accessing meeting agendas and reports was covered. Any Councillors who couldn't attend were trained in 1 to 1 sessions.

After all of the iPads had been given out, IT attended several council meetings to ensure smooth transition to the new way of working.

BENEFITS TO THE ORGANISATION

Reduced costs due to less paper being printed.
Making better use of technology.
More efficient access to meeting papers anytime, anywhere.
A faster and more resilient Wi-Fi network.

SAVINGS MADE THROUGH THE USE OF TECHNOLOGY

Gross saving estimated at £32k per annum.

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