TITLE: SELF SERVICE UPDATE

Committee: Transformation Programme Sub Committee

Date: 23rd November 2015

Author: Annette Wade – Customer Services Manager

1.0   ISSUE

1.1   To update the Transformation Sub Committee on the progress of the Product 1.1.1: Self Service System of the Transformation Programme's online Services Infrastructure project.

2.0   RECOMMENDATION(S)

2.1   To note the progress achieved.

3.0   BACKGROUND/OPTIONS

3.1   In July 2014 a new Customer Relationship Management system and integrated Self Service Portal was procured to replace the existing systems which were no longer fit for purpose due to continuous performance issues resulting in loss of calls, the inability to extract reports, integrate with the Council's payment system and to develop the systems any further.

3.2   In addition to providing the ability to report, apply and pay for services on line, the new self service portal has provided customers with the ability to track progress and view contact history, an improved solution for accessing their bin collection date and access to a comprehensive list of frequently asked questions enabling them to be able to resolve more of their queries themselves at first point of contact.

3.3   A roll out programme was developed to migrate to the new self service system. Key deliverables are included in Appendix 1 – Self Service Roll out Programme.

4.0   CONCLUSION

4.1   Progress against deliverables is detailed in Appendix 1 – Self Service Roll Out Programme. The scoping of development opportunities with ARP was not achieved by 30th September 2015 and a new target date of 31st December 2015 has been set.

6.0   APPENDICES

6.1   Appendix 1 - Self Service Roll Out Programme.

Background Documents	**Location**	**Contact Officer**
(Transformation Programme Version v0.1)	Room 113 (Location: The Grange,) Ely	(Annette Wade) (Position: Customer Services Manager (01353) 616310 E-mail: annette.wade@ @eastcambs.gov.uk

<div align="right">**APPENDIX 1**</div>

	TARGET COMPLETION DATE	STATUS
SELF SERVICE SOFT LAUNCH		
Configure System and build Waste and Reycling Services.	30 April 2015	Complete
Create Top 10 Tasks.	26 June 2015	Complete
Create Self Service Portal Feedback Form.	26 June 2015	Complete
Soft Launch go live.	29 June 2015	Complete
PHASE 1 – SELF SERVICE PORTAL		
Test mapping & GPS functionality and resolve any issues.	30th September 2015	Complete
Create and Publish all forms with payment integration	14th August 2015	Complete
Create and Publish frequently used forms	30th September 2015	Complete
Scope development opportunities with ARP to enable customers to view their Council Tax & Housing Benefit Accounts on line.	30 September 2015	Incomplete – new target date of 31st Dec to be set
PHASE 2 Self Service Portal		
Create and publish the remainder of the required on line forms	30 November 2015	On target
Create and publish frequently asked questions for all services	30 November 2015	On target
Review feedback form staff and customers and implement changes and/or draft a development improvement programme	Ongoing	Changes have been implemented as required.
Live launch of self service	1 December 2015	On target
Turn off Old CRM	31st December 2015	On target