

WEST DUNBARTONSHIRE COUNCIL

Report by Chief Executive

Corporate Services Committee : 28 November 2006

Subject: Contact Centre - Update

1. Purpose of Report

- 1.1** The purpose of this report is to provide an update to the Committee on the significant progress of the Contact Centre solution for West Dunbartonshire Council.

2. Background

- 2.1** The GT-X solution builds on the success of the existing One Stop Shop solution. By using the One Stop Shop technology as the foundation of the Contact Centre this solution provides the advantage of re-using the One Stop Shop enquiry processes directly without modification, and provides the benefit of rapid delivery and reduced maintenance.
- 2.2** The primary focus of the Contact Centre deployment is to introduce Contact Management, Work Management & Measurement and Reporting. The ability to define teams, roles and responsibilities, via User Entitlement and Management, is incorporated within the One Stop Shop and would be re-used within a Contact Centre environment.

3. Main Issues

- 3.1** Recently, at a corporate contact centre meeting, ICT & Business Development arranged for Graham Technology to give a presentation to departmental representatives from each service of the Council.
- 3.2** The meeting was well attended with representatives from each service area, and it was that agreed that all representatives would provide information to ICT & BD on their service requirements within a Contact Centre and any associated issues. This information will be analysed to ensure that all Council requirements are incorporated, either in this first implementation or future phases.
- 3.3** At this corporate meeting it was agreed that the Contact Centre would be piloted for the following services:-
- Allocations
 - Council Tax
 - Housing Benefits
 - Rental Accounting

- Repairs
- Pest Control
- Education FAQs

- 3.4** A scoping exercise with the departmental pilot services commenced on 25 September 2006 and was completed on 30 October 2006.
- 3.5** The scoping exercise identified the business and legislative requirements to enable Graham Technology & ICT & BD to start the technical development of the Contact Centre solution.
- 3.6** A design feedback workshop was held on 6 November 2006 with departmental representatives to agree the development and design of the Contact Management and Work Management system.
- 3.7** Graham Technology & ICT & BD will produce the final scoping document incorporating development and design priorities as agreed at the design feedback workshop.
- 3.8** Once the scoping document has been agreed with all departments a project plan will be produced with timescales for the development and implementation of the Contact Centre software.
- 3.9** Graham Technology and ICT & BD will start the development of the Contact Centre solution on 13 November 2006.
- 3.10** The outcome of the scoping exercise identified the need for extensive development of the Contact Centre system to address this specific customer type, their business needs and associated legislative requirements. These enhancements to the business requirements will extend the development phase of the project, although it is still anticipated that a working version of the system will be available for presentation to this Committee in January 2007.
- 3.11** ICT & BD are meeting with other services to define their needs for further development of the One Stop Shop solution. The Contact Centre software integrates with the OSS to provide information directly from the third party systems.
- 3.12** A meeting of the Project Board which consists of the Chief Executive, Director of Housing, Regeneration & Environmental Services, Head of ICT & Business Development and the Managing Director of Graham Technology took place on 6th October 2006 to discuss the progress of the project and resources.

4. Personnel Issues

- 4.1 The recruitment and training requirements for the Council's One Stop Shops and Contact Centre is subject to ongoing discussions at the CMT & Project Board.

5. Financial Implications

- 5.1 Further work is required to identify the resource implications relating to the One Stop Shops and Contact Centre.

6. Recommendation

- 6.1 **The Committee is invited to note the commitment of departments and the significant progress made to-date with this corporate Contact Centre solution.**

David McMillan
Chief Executive
Date: 15 November 2006

Ward Affected	All
Appendices:	None
Background Papers:	Contact Centre Proposal Report – CSC – 28 th June 2006 Transformational Government Update Report – CSC – 26 th April 2006 Transformational Government Development Partnership – CSC – 22 nd February 2006
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