



Business Transformation Special Becoming Tomorrow's Council Today

Many of you will have heard about 'business transformation' but may still be a little unsure what it's all about, and what it means to you.

We live and work in a world that is changing rapidly. What is required of us is changing and what customers expect of the Council is also very different to that of what they expected ten or twenty years ago. So we are transforming the way we do business to keep pace with the demands placed on us.

We are committed to a number of projects that will deliver improvements to our core processes, meaning that we can focus on the frontline services that customers want.

You'll probably have heard about some, if not all, of the individual projects.

Through Worksmart and workSPACE we are transforming the way that we work, delivering flexible alternatives to the traditional office space, and reducing the number of offices.

Options4Admin will transform the way that we deliver business administration tasks, whilst Improving the Customer Experience focuses on improving the way that we interact with our customers by delivering more services online or through our contact centre.

Infosmart is changing the way that we store and share information across the computer network and the redesigned Arcadia will be more relevant, accurate and accessible.

The Employee Relationship Management project will change the way that all of us, as employees of the council, interact with our employer, from recruitment to retirement and every stage in between. So whether you are checking your payslip or filling in a timesheet, the way that you do this will be transformed.

All of these are essential tools to enable us to become tomorrow's council today. There are many opportunities for you to become involved and have a stake in shaping the council, focussed on the future.

[Arcadia pages](#) have been launched and we'll build on today's Core Brief with regular updates and newsletters about business transformation. In addition, as projects are developing, you may be contacted for your input into specific areas which may impact on you directly.

An update on each of the projects is set out below:

Arcadia

The Project to redevelop the intranet (Arcadia) is now hitting its stride. The project team is reviewing the existing content, as well as researching how other companies and councils are using technology to deliver the best intranet support. This will inform the model we adopt for a new intranet for Aberdeenshire Council.

The team will be contacting the content editors of individual pages to help with identifying and removing unused content, whilst managers and teams will be interviewed to help us understand what you want to see from an improved intranet.

There are still spaces available for the workshops and participants will get a chance to take part on some interactive exercises that will help shape the future of the intranet. For full details on how to get involved can be found [here](#):

Infosmart

As you will be aware the Information Management Programme, Infosmart, is looking at the way we manage information within the Council. This is not just about how we use the information, but how and why we create it, where and how we store it, how we find it and then how we use it. In addition we are working to ensure that the Council complies with the legislation.

We are engaging with services to look at how they create, store and use their information, so we can design a system that does this more efficiently. We are working with ICT and the other project teams to look at how we can help

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ISSUE 150
19 AUGUST 2013

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in each other's projects. Lastly we are putting together a Record Management Plan (RMP) so that in future, we are following national policy on records management. If you would like to know more about PR(S)A, there are links to the Act and a short explanatory presentation on the Information Management pages on Arcadia.

Improving the Customer Experience

This new project already has a lot to show for its first few months of activity.

iCE works with services to help them achieve the projects vision of making council services accessible to customers at a time and in a way that meets their needs through online, Contact Centre and Service point approaches.

Customers expectations of how council services should be delivered are changing and many of us are increasingly focussing on doing things for ourselves online whether booking a holiday or doing the weekly shopping.

Online benefits and Trade waste requests are now available online, with Blue badge application and road and street light fault reporting set to follow.

All services delivered through iCE will be linked to an optional brief customer satisfaction survey allowing users to rate their experience and propose suggested improvements to ensure high quality services and customer satisfaction is maintained.

Employee Relationship Management Project

The recent focus of the ERM team has been planning the implementation of iTrent which is to replace the current EMIS system.

In addition, the project incorporates a new Employee Support Centre, featuring a dedicated HR website and phone line within an Employee Support Desk. The project team has already started to work on the various tasks required. These include:

- gathering relevant statistics internally and from other Local Authorities in relation to the HR website and Employee Support Desk
- investigating technology possibilities for the

- Employee Support Desk
- planning the general set up of the Employee Support Desk
- working closely with the Arcadia project to consider the design of the new HR website
- identifying the common questions that employees ask all the HR&OD teams

Each of these elements will follow on after Phase 1 of the iTrent implementation has been completed.

Options4Admin

The Options4Admin Project Team have been brought together to consider our current ways of working and how the Council can move forward to provide the best business administrative solutions for the future.

Options4Admin is divided into the following three workstreams.

Workstream 1 focuses on a range of specific processes and functions which we can do more efficiently. We have four projects in this stream.

Recruitment Administration - the recruitment portal for all Scottish local authorities is being replaced. We are analysing how we administer recruitment in order to be ready for the new national system.

Mail Handling and Scanning - delivering a streamlined, flexible and simple mail handling system for all services.

Digital Dictation (Big Hand) - implementing the Big Hand digital dictation system, enabling employees to utilise dictation on the go.

Business Systems Support – ensuring there is a common approach across the organisation to business systems support for services.

Paying Suppliers- Improving how we administer payments to suppliers.

Workstream 2 will identify those tasks which are unique to a particular service or team and have a good reason to remain there.

Workstream 3 Working with workspace we will examine the business administration that we all do and whether it can be done more effectively.



Worksmart and workSPACE

The current focus for the project team are Banff, Inverurie and Peterhead:

Banff: Planning applications have been approved for Seafield House and Town House and we are currently working on the detailed schemes. We are reviewing proposals/schemes at 32 Low Street and St. Leonards before submitting planning applications. Work there would start once the Seafield House and Town House were completed.

Inverurie: The team have been meeting with managers to gather information to form a strategy for decanting teams and prepare draft proposals for where services will be located within Gordon House upon completion of the refurbishment.

Peterhead: The planning application for the new building proposed for Peter Street has been submitted with detail design work ongoing in advance of being issued for tender.

Over the next five months we will appoint contractors and move to a more definite time scale. Meanwhile, we are helping the teams review file storage.

In addition to the above, the project team are also reassessing requirements in Aboyne, Banchory, Ellon and to ensure that proposals meet services requirements and future needs.