

Angus Digital Programme Projects – Current Priorities

1. Web Estate

- 1.1 The Web Estate Project Board was established in July 2014 as part of the Angus Digital programme to provide a strategic approach to the development, rationalisation and consolidation of the council's web estate. At the time of progressing with the procurement of a new content management system in March 2011 there were almost twenty websites managed and maintained by the council.
- 1.2 Angus Ahead, Business Angus, Carnoustie Country and angus.gov websites went live during 2014, and are subject to ongoing development to improve functionality to enhance the customer experience.
- 1.3 The main tourism website Angus Ahead serviced three channels – visitors, residents and businesses. The content now focuses on a 'visit' message and the domain name will change in due course to www.visitangus.com as part of a focused 'Visit Angus' destination campaign.
- 1.4 Content migration continues for the angus.gov website and transactional capability is being progressed to meet the objective in the Council Plan for the development of 24/7 online customer services on a redesigned council website. The focus of implementation and indeed where the greatest savings can be realised is in high volume and low complex transactions.

2. Corporate Systems

- 2.1 A Corporate Systems Project Board and project teams to take this work forward are currently being established as is the remit and detailed scope for the work which includes the following projects:
- Online Licensing: proof of concept and scope of the work for this yet to be confirmed across local government;
 - Online School Payments: three suppliers have been adopted onto a national framework for online school payment. A business case will be developed using the recently issued template from the Improvement Service; and
 - eplanning and ebuilding standards: a project team has been established to take this work forward in Angus. The planned implementation is Spring/Summer 2016.
- 2.2 The above projects are part of the national [Local Government ICT Strategy](#) developments.
- 2.3 Income Management is the other main area of work for the Corporate Systems Board. An overriding priority for the Income Management project is the modernisation of the collection and payment facilities we make available to customers. The initial brief for the Council's Income Management Strategy has been agreed and a project team established. Three main strands have been identified:
- What we charge for and how we do that;
 - How we collect income and make payment facilities available; and
 - How we manage non-payment and debt and support people with their finances.
- 2.4 The agreed priority for the income management project is key policy decisions for the collection arrangements and payment facilities we make available to customers

3. Internal Systems

- 3.1 The Internal Systems Board met for the first time in March and agreed its membership and terms of reference. The scope of the project includes:
- Development of ResourceLink: this is the corporate system used for maintaining employment records and calculating the payroll. It is currently being developed to include online functionality for staff to complete such as change in circumstances, mileage claims and annual leave.
 - Development of the intranet: to provide information and also be a key communication tool, enable collaboration, support the culture and create online activities.
 - Implementation of Unified Communications: this provides integrated, real time communication tools such as video, voice, instant messaging and presence information.
- 3.2 These internal systems will provide more effective and efficient ways of working. Accordingly, there are close links with the [Angus Agile](#) and Information Governance and Records Management strategic objectives.

4. Information Governance

- 4.1 The Information Governance Steering Group and Records Management Group have been established to progress this work. The framework, strategy and action plan are currently being developed and a suppliers' day was held on 7 April 2015 to explore records management software. How we manage our information links closely with the Angus Agile programme.