

# Customer Focus Service Plan 2024-2025



Code & Description	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
<b>CF 2023/24 01 CS</b> Replace CS emails with a Webform	First point of contact resolution	<p>Customer Services currently receive hundreds of emails per month covering a variety of services and subjects. This is time consuming for staff and frustrating for customers as it often results in an ongoing to-way conversation to reach a resolution.</p> <p>By designing a single webform we can ensure we are capturing all relevant information at first point of contact.</p> <p>Final testing is required internally before rolling out to customers. We will start with a soft launch to direct</p>		30-Jun-2023	30-Jun-2023	95%	

Code & Description	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
		<p>customer to the webform rather than the email address. Once established and any issues ironed out we aim to remove the CS email address entirely. Once this has been implemented this can then be rolled out to all services streamlining those requests and ensuring that the right information is gathered.</p> <p><b>Request revised due date:</b> 31<sup>st</sup> January 2024</p>					
<p><b>CF 2023/24 04</b></p> <p>Introduction of a new Service Desk system</p>	<ul style="list-style-type: none"> <li>• Transparency of service requests and incidents for staff through customer portal</li> <li>• Requests to the Service Desk will be auto logged on the system if received via email or via the Customer Portal. This will save officer</li> </ul>	<p>Introduction of a new Service Desk system which includes a self-service portal, contract management and assets system.</p> <ul style="list-style-type: none"> <li>• £8000 initial environment development cost.</li> <li>• Licences are £7500 per year for 12 users</li> </ul>	<p>£8,000.00 £7,500.00 pa</p> <p>Costed in Revenue Budget</p>	30-Apr-2023	30-Apr-2023	75%	

Code & Description	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
	<p>time and leave the Service Desk team time to concentrate on higher value work.</p> <ul style="list-style-type: none"> <li>Removal of legacy systems Assets, Mortgages and Bank-rec which pose a security risk. External support for these system are now obsolete. The main support technician has mooted retirement in 2023, this is a major risk.</li> <li>The system is cloud based thus removing two servers (live and test) from the IT estate.</li> </ul>	<ul style="list-style-type: none"> <li>£1500 per annum will be saved via the decommissioning of the Bank-Rec, Mortgages and Assets system.</li> <li>£3700 per annum will be saved with the retiring of the current Service Desk system</li> <li>Costs have been factored into existing revenue budget. No additional funds are required.</li> </ul> <p><b>Dec 2023:</b> The implementation of TOPDesk has been slightly delayed due to the unexpected complexity of extracting our asset information from our legacy system into TOPDesk. We will be using the functionality within ICT from January 2024 and will have some users testing the portal with the view to rolling out to all users by March.</p>					

Code & Description	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
		Request short extension of time: 31 <sup>st</sup> March 2024					
<b>CF 2023/24 05</b>  Review of Single Occupier Discounts	To ensure the Council Tax database is accurate and households are billed correctly.	In partnership with Devon Audit Partnership (DAP), we will be reviewing all households who claim single person discount. DAP will be procuring software to support all Devon district councils to ensure the council tax database is accurate and households are billed correctly. <b>Dec 2023:</b> There have been delays in the contract with DAP and receiving the written assurance NDC will not be liable for any costs for the contractor services. We have requested that we update our own system rather than this be part of the service the 3rd party supplier provides. The supplier, Liberta, have confirmed we will start the		31-Aug-2023	31-Aug-2023	0%	Planning Phase

Code & Description	Desired Outcome	Latest Note	Current Expected Costs	Original Due Date	Due Date	Progress Bar	Status Icon
		<p>process in North Devon in April 24 and will take 4 months to complete.</p> <p><b>Request revised due date: 31st July 2024</b></p>					

<p><b>CF 2019/20 04</b></p> <p>ICT Investigate Document Retention disposal modules for Core Financial Systems</p>	<p>Ability within current code systems to be able to remove 'historic' information that sits outside of retention policy.</p>	<p>For Revenues &amp; Benefits the document disposal project has been completed and the team will next work on the case disposal project. Other priorities have meant this has been delayed</p> <p><b>REQUEST EXTENSION OF TIME: 31<sup>st</sup> DECEMBER 2024</b></p>		31-Mar-2020	31-Dec-2022	50%	In Delivery
<p><b>CF 2022/23 02</b></p> <p>Commercialisation Implement E-Secure &amp; develop self-service portal (Phase IV)</p>	<p>Improved customer service and ability to self-serv. Access to more Revs/Bens services 24/7.</p>	<p><b>Transfer to Programme Request.</b></p> <p>Work towards implementation of E-Secure and development of self-serve portal will follow once live. The recent successful recruitment of the CF</p>		31-Mar-2023	31-Mar-2023	10%	Planning Phase

		<p>Systems Administrator will aid this development.</p> <p><b>Dec 2023:</b> The Direct Debit form has now gone live, which is part of e-secure. Revenues, Benefits, Customer Services will now work together to promote the portal and encourage sign-up over the next few months. This will give us our database for email addresses to implement e-billing in March/April 25.</p>					
<p><b>CF 2022/23 03</b></p> <p>ICT Move from On-site to Cloud Civica / Comino</p>	<p>All images, which need to be immutable (unable to change) in case needed in evidence in a court of law, will be fully managed by Civica and will be protected from Ransomware</p>	<p>The issues with the D360 (Comino) contract with Civica are still ongoing and currently outside NDC control. Once resolved we will be able to put a timetable in place to move the images over.</p> <p><b>Extension of Time</b>  <b>As part of 2024/25 Service Planning request a revised due date: 31<sup>st</sup> September 2024</b></p>		31-Aug-2022	31-Dec-2022	0%	Blocked

<b>CF Crematorium 023/24 05</b>	Provide generator and associated electrics to enable small chapel to provide services.	Improve Business Resilience in event of short-term power cut <b>Extension of Time As part of 2024/25 Service Planning request a revised due date: 31<sup>st</sup> September 2024</b>	£5,000	30-July-2024			
<b>CF Crematorium 2023/24 06</b>	Comply with new legislation removing current cremation authorisation by GP and placing a significant new responsibility on officers to authorise each cremation.	Legislation changes on 01-Apr-2024. New arrangements not clarified. Current system fees approx. £30,000 will phase out over 12 months from implementation (hand-over phase). <b>Extension of Time As part of 2024/25 Service Planning request a revised due date: 31<sup>st</sup> March 2025</b>	£10,000 (though an eventual saving when old system ceases)		0%		Planning Phase
<b>NEW 2024/25 ICT</b>	Switch replacement A refresh of outdated hardware that will be approaching end of life. Improved network performance and increased security features such as Network Access Control	Conversations have begun with a trusted partner, we are in the planning phase.	£180k (We've estimated on the high side) We have this allocated in the capital programme.	31 <sup>st</sup> December 2024	0%		Planning Phase

	(NAC) which will further strengthen our security posture						
--	--	--	--	--	--	--	--