transformation
MODERNISING THE WAY WE WORK

08

ENSURE EXCELLENT, ADAPTABLE, COLLABORATIVE PUBLIC SERVICES
CORPORATE TRANSFORMATION PROGRAMME

DIGITAL TRANSFORMATION

ICT and new technology are the foundations of SBC's future and at the heart of the Council's Corporate Transformation programme. This programme is tasked with building a "Digitally Excellent" Scottish Borders. It combines three currently separate programmes: **ICT, Customer First and Digital Connectivity**. This allows shared activity to be managed more effectively, synergies to be exploited and investment/resourcing decisions to be better co-ordinated.

Benefits

- Superfast broadband for business and personal use wherever located in Scottish Borders.
- More efficient, effective and responsive Council services
- Solid, reliable ICT provision for SBC
- Ensuring citizens and businesses have skills necessary to exploit digital services
- Attract businesses and investment to the Borders through improved connectivity

Key Milestones

Apr-Jun'16

- New SBC Website launched
- e-Benefits launched providing online housing benefit form
- Agreement on scope of Digital ICT transformation programme
- Sign off project documents for ERP* and Digital Integration programmes
- 70 superfast broadband cabinets now installed (covering 19,500 premises)

Jul-Sep'16

- Proposal to SBC Executive to create the Digital Transformation programme
- Formal start of Digital Transformation board.
- e-building standards launch
- Satellite Broadband pilot extended to end July

Oct-Dec'16

- ICT service transfers to CGI (supplier who SBC have contracted to provide ICT services)
- Launch of Council Tax billing online.
- Testing/Training on ERP system.
- 25 more Exchange areas gaining some coverage of superfast broadband

Jan-Mar'17

- Parallel run of payroll on new ERP system.
- Business process changes in departments to adopt new ERP processes.

Apr-Jun'17

- ERP "go-live"
- Environmental reporting portal "go-Live"
- **End 2017:** 93.6% premises connected to superfast fibre broadband cabinets

*ERP = Enterprise Resource Planning project will provide the Council with a single system for HR, Procurement and Finance with highly efficient processes

Our Performance

Customer Services:
transactions logged (2015/16)

102,342 phone

67,949 face to face

Aim to reduce this further and increase digital uptake

50% uptake, within first 3 months, of customers using new e-benefits (April – June 2016)

93.6% of premises in Scottish Borders will be connected through Digital Scotland Superfast Broadband (DSSB) programme

6.4% will rely on the work we are doing to provide superfast broadband using other mechanisms.

Programme highlights

ERP will deliver a modern, efficient Finance, HR and Procurement operation through adoption of a single system to replace three existing systems, and moving to highly efficient back office processes. For example staff will be able to complete their own timesheets directly into the system rather than on paper and it then being processed.

Our aim is to provide excellent online services that meet the needs of customers. Initial priorities are **Council Tax e-billing** and online **fault reporting** e.g. for potholes. We will also work alongside partners to ensure that citizens of the Scottish Borders have the skills, knowledge and access to make the best use of digital technology to enhance their lives and their community.

Officers from the Council, as part of the South of Scotland Alliance, are currently working with **Community Broadband Scotland (CBS)** to look at how to extend the reach of the programme. The aim is to prepare a proposal for Scottish Government which builds on CBS's current work on community projects in order to reach more of the remaining **6.4%** of premises in the South of Scotland.

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