

Status

| | | | | |
|----------|----------|-----|-------|---|
| 1 | | | | Contact Central / Copeland Direct. |
| 1 | 1 | | | Contact Central Phase 2 - System. |
| 1 | 1 | 1 | Amber | New servers and ancillary hardware installed (G24). |
| 1 | 1 | 2 | Amber | New client PC's installed (initially in test & training environment) (G24). |
| 1 | 1 | 3 | Amber | Siebel 7 loaded and tested by BT (G24). |
| 1 | 1 | 4 | Amber | LG Version 1.1 installed and tested by BT (G24). |
| 1 | 1 | 5 | Amber | UAT signed off for hardware, Siebel 7 & LG 1.1 (G24). |
| 1 | 2 | | | Contact Central Phase 2 - processes. |
| 1 | 2 | 1 | Amber | Sign off waste processes front & back-office administration (both needed for Priority Outcomes) (R7 & G24). |
| 1 | 2 | 2 | Amber | Waste process configured by BT on LG 1.1 (R7 & G24) |
| 1 | 2 | 3 | Amber | Sign off pest control processes (Local & G24). |
| 1 | 2 | 4 | Amber | Pest control processes configured by BT on LG 1.1 (Local & G24). |
| 1 | 2 | 5 | Amber | User training completed. |
| 1 | 2 | 6 | Amber | Test and training environment moved to live environment (go live). |
| 1 | 3 | | | Other Contact Central/Copeland Direct focussed. |
| 1 | 3 | 1 | Amber | Joined-up A to Z of all local government services available to Copeland Direct (R3). |
| 1 | 3 | 2 | Pink | Documented processes (inc. training plan) to be used by Copeland Direct to give advice on life events (Local). |
| 1 | 3 | 2 1 | Pink | Documented processes (inc. training plan) for making information available by Copeland Direct on access to local care services (R18). |
| 1 | 3 | 3 | Pink | Processes for dealing with life events actually implemented (Local). |
| 1 | 3 | 3 1 | Pink | Processes for helping with local care services actually implemented within Copeland Direct (R18). |
| 1 | 3 | 4 | Red | Documented processes (inc. training plan) for dealing with single change of address (G25). |
| 1 | 3 | 5 | Red | Processes for handling change of address actually implemented (G25). |
| 1 | 3 | 5 1 | Green | Up to date and well maintained LLPG in place (G25). |
| 1 | 3 | 6 | Red | Documented processes (inc. training plan) for dealing with changes in circumstances (not just address) on corporate basis (Local). |
| 1 | 3 | 7 | Red | Processes for changes in circumstances actually implemented (Local). |
| 1 | 4 | | | Service Request Tracking. |
| 1 | 4 | 1 | Red | Documented processes for customer tracking of enquiries, from initial contact to final resolution, across all access channels (R27). |
| 1 | 4 | 1 1 | Red | Documented processes for customers to track planning and building control applications online (R8). |
| 1 | 4 | 1 2 | Red | Documented processes to track interactions for online appeal against parking penalty notice; integration parking & CRM systems (G13). |
| 1 | 4 | 1 3 | Red | Documented processes to acknowledge all e-mail and web communications within 24 hrs. (R28). |
| 1 | 4 | 1 4 | Red | Documented processes to log all e-mail and web enquiries and issue (by e-mail) tracking number (R28). |
| 1 | 4 | 1 5 | Red | Documented processes to allow customers (mediated and self serve) to track progress of their enquiry via the tracking number (R28). |
| 1 | 4 | 2 | Red | Processes for customer tracking of all enquiries across all access channels actually implemented (R27). |
| 1 | 4 | 2 1 | Red | Processes for customer tracking of planning and building control applications online actually implemented (R8). |
| 1 | 4 | 2 2 | Red | Processes for customer tracking of online appeals against parking penalty notices actually implemented (G13). |
| 1 | 4 | 2 3 | Red | Processes to acknowledge e-mail and web communications. Within 24 hours actually implemented (R28). |
| 1 | 4 | 2 4 | Red | Processes to log all e-mail and web enquiries and issue (by e-mail) a tracking number actually implemented (R28). |

| | | | | | |
|---|---|---|---|-------|---|
| 1 | 4 | 2 | 5 | Red | Processes to allow customers (mediated & self-serve) to track their enquiry via the tracking number actually implemented (R28). |
| 1 | 4 | 3 | | Amber | Documented corporate standards approved by the council for e-mail and web enquiries (inc. acknowledgement within 24 hrs) (R29). |
| 1 | 4 | 4 | | Pink | Documented processes to monitor & publish (on web) performance of e-mail & web services against corporate standards (R29). |
| 1 | 4 | 5 | | Pink | Processes to monitor and publish e-mail and web service standards actually implemented (R29). |

1 5 Single Business Account.

| | | | | | |
|---|---|---|---|-----|--|
| 1 | 5 | 1 | | Red | Documented policy for the design and use of the Single Business Account at Copeland in the context of the Corporate Plan (G8). |
| 1 | 5 | 2 | | Red | Technical specification of the single business account, available on all access channels (G8). |
| 1 | 5 | 3 | | Red | Documented processes for the operation of the Single Business account (G8). |
| 1 | 5 | 4 | | Red | The processes for the operation of the Single Business Account actually implemented (G8). |
| 1 | 5 | 4 | 1 | Red | List of all businesses with whom we have contact with unique ref. Nos. allocated.(G8). |
| 1 | 5 | 4 | 2 | Red | Information on businesses in all existing systems identified (G8). |
| 1 | 5 | 5 | | Red | Monitoring system in place to log interactions with businesses and generate management information (G8). |

1 6 Access Channels.

| | | | | | |
|---|---|---|--|------|---|
| 1 | 6 | 1 | | Pink | SMS Text messaging system definition (Local). |
| 1 | 6 | 2 | | Pink | SMS Text messaging system actually implemented and working (Local). |
| 1 | 6 | 3 | | Red | Documented targets and measures for customer take-up of all e-enabled access channels (G22). |
| 1 | 6 | 4 | | Red | Documented systems and procedures in place for monitoring take-up of all e-enabled access channels (G22). |

2 Web Site.

2 1 General.

| | | | | | |
|---|---|----|---|-------|--|
| 2 | 1 | | | Amber | A to Z listing with links to all local government services (now using IPSV taxonomy) (R3). |
| 2 | 1 | 1 | | Amber | School applications, link to e-form (R1). |
| 2 | 1 | 2 | | Amber | Information on support for looked after children, link to info. (R2). |
| 2 | 1 | 3 | | Amber | Admissions portal, enhances R1, link to information (G1) |
| 2 | 1 | 4 | | Amber | Library book renewals, reservations and catalogue searches (R12). |
| 2 | 1 | 5 | | Amber | Public transport timetables (R14). |
| 2 | 1 | 6 | | Amber | System for interactive journey planning (R14). |
| 2 | 1 | 7 | | Amber | Public transport performance information (R14). |
| 2 | 1 | 8 | | Amber | Public consultation on traffic management proposals (R15). |
| 2 | 1 | 9 | | Amber | GIS based presentation of information on roadworks, up-dated daily (G14). |
| 2 | 1 | 10 | | Amber | Information on access to local care services (R18). |
| 2 | 1 | 2 | | Amber | Provision of access to all Copeland services (24/7) (through specific forms and a generic catch-all form). (R23). |
| 2 | 1 | 2 | 1 | Amber | Penalty Charge appeal notice e-form (G13). |
| 2 | 1 | 2 | 2 | Amber | Downloadable and printable benefits claim forms (R17). |
| 2 | 1 | 2 | 3 | Amber | Ability to make planning and building control applications online (R8). |
| 2 | 1 | 2 | 4 | Red | Facility for online real-time transactional booking of leisure facilities, with back-office access to the system (R13). |
| 2 | 1 | 2 | 5 | Red | Ability to check CT and NNDR balances online (involving integration between CT, NNDR and Web site (R11). |
| 2 | 1 | 2 | 6 | Red | Facility for registration for e-billing for CT and NNDR, either online or through Copeland Direct, inc. electronic confirmation (G11). |
| 2 | 1 | 2 | 7 | Red | Facility to send an e-bill from the CT and NNDR systems. |

| | | | | |
|---|---|----|-------|---|
| 2 | 1 | 3 | Amber | Committee meeting diary online (R5). |
| 2 | 1 | 4 | Amber | Committee agendas and minutes online (R5). |
| 2 | 1 | 5 | Amber | Councillor Web pages published (R6). |
| 2 | 1 | 6 | Amber | System for e-mail (and/or SMS) notification of consultations (G3). |
| 2 | 1 | 7 | Amber | Facilities for online responses to formal consultations (G3). |
| 2 | 1 | 8 | Pink | Multi media presentations on key policy areas (G4). |
| 2 | 1 | 9 | Amber | Benefits online calculator (R17). |
| 2 | 1 | 10 | Amber | Conformance to level AA of W3C WAI standards (G20). |
| 2 | 1 | 11 | Amber | Evidence of implementation of the LAWS usability guidelines for LA web sites (G23). |
| 2 | 1 | 12 | Pink | Procedures in place to monitor & ensure compliance with W3C standards & LAWS usability guidelines on ongoing basis (G20 & G23). |
| 2 | 1 | 13 | Pink | Internet service standards (including availability, unique user and page impressions) developed and published (R25 & R26). |
| 2 | 1 | 14 | Amber | Web server monitoring systems in place (R25). |
| 2 | 1 | 15 | Pink | Documented systems in place to regularly publish web performance information on the web site (R25). |

2 2 Online, public access, Geographic Information System.

| | | | | |
|---|---|---|-------|--|
| 2 | 2 | 1 | Amber | Pending planning applications (suggested might be included for G5). |
| 2 | 2 | 2 | Amber | Zoning information on the Local Plan (suggested might be included for G5). |
| 2 | 2 | 3 | Amber | Flood plan coverage (suggested might be included for G5). |
| 2 | 2 | 4 | Amber | Details of refuse collection (suggested might be included for G5). |
| 2 | 2 | 5 | Amber | Location of council owned facilities (suggested might be included for G5). |
| 2 | 2 | 6 | Amber | Street furniture (suggested might be included for G5). |
| 2 | 2 | 7 | Amber | Tree protection orders (suggested might be included for G5). |
| 2 | 2 | 8 | Amber | Areas of contaminated land (suggested might be included for G5). |

2 3 West Cumbria Partnership Web Site.

| | | | | |
|---|---|---|-------|--|
| 2 | 3 | 1 | Green | New site design completed (Local). |
| 2 | 3 | 2 | Amber | New hosting arrangements in place (Local). |
| 2 | 3 | 3 | Amber | Signed-off handover to WCP (Local). |

3 Inter-organisational Working.

3 1 Cumbria Information Hub.

| | | | | |
|---|---|----|-------|--|
| 3 | 1 | 1 | Green | Connected Cumbria web portal live and Copeland fully represented (infrastructure and processes) (Local but enables products in 2.1.1). |
| 3 | 1 | 2 | Amber | New street lighting processes (Copeland's own pilot) implemented (Local). |
| 3 | 1 | 3 | Pink | Pilot for highways evaluated and implementation plan for Copeland produced (Local). |
| 3 | 1 | 4 | Pink | New highways processes actually implemented (Local). |
| 3 | 1 | 5 | Pink | Pilot for noise nuisance evaluated and implementation plan for Copeland produced (Local). |
| 3 | 1 | 6 | Pink | New noise nuisance processes actually implemented (Local). |
| 3 | 1 | 7 | Pink | Pilot for abandoned vehicles evaluated and implementation plan for Copeland produced (Local). |
| 3 | 1 | 8 | Pink | New abandoned vehicles processes actually implemented (Local). |
| 3 | 1 | 9 | Pink | Pilot for pest control evaluated and implementation plan for Copeland produced (Local). |
| 3 | 1 | 10 | Pink | New pest control processes actually implemented (Local). |

| | | | | |
|----------|----------|----|-------|---|
| 3 | 2 | | | Secure messaging and sharing of information. |
| 3 | 2 | 1 | Pink | Protocol for exchange of information between LA's & Youth Justice agencies (R4). |
| 3 | 2 | 2 | Pink | Exchange of information between LA's & Youth Justice agencies being happening (R4). |
| 3 | 2 | 3 | Pink | Protocol for exchange of information relating to abandoned cars (R7). |
| 3 | 2 | 4 | Pink | Exchange of information relating to abandoned cars actually happening (R7). |
| 3 | 2 | 5 | Pink | Protocol for exchange of information relating to planning applications (R8). |
| 3 | 2 | 6 | Pink | Exchange of information relating to planning applications actually happening (R8). |
| 3 | 2 | 7 | Pink | Protocol for exchange of trading standards and enforcement information (G6). |
| 3 | 2 | 8 | Pink | Exchange of trading standards and enforcement information actually happening (G6). |
| 3 | 2 | 9 | Pink | Protocol for exchange of information (inc. planning, regulation and licensing) to prevent anti-social behaviour (G7). |
| 3 | 2 | 10 | Pink | Online licensing system in place (G7). |
| 3 | 2 | 11 | Pink | Exchange of information to prevent anti-social behaviour actually happening (Police , Education and Housing) (G7). |
| 3 | 2 | 12 | Pink | Protocol for exchange of information on children at risk across multiple agencies (G16). |
| 3 | 2 | 13 | Pink | Exchange of information on children at risk actually happening (G16). |
| 3 | 2 | 14 | Pink | Protocol & framework for joint assessments of the needs of vulnerable people using mobile technology (G17). |
| 3 | 2 | 15 | Pink | Joint working on joint assessments of the needs of vulnerable people actually happening (G17). |
| 3 | 3 | | | Empowering and supporting community groups. |
| 3 | 3 | 1 | Pink | Documented definition, policy and processes for Empowerment & Support to community groups (inc. information, jobs and events) (G2). |
| 3 | 3 | 2 | Pink | Processes for Empowerment and Support actually implemented (G2). |
| 4 | | | | Better Ways of Working. |
| 4 | 1 | | | General. |
| 4 | 1 | 1 | Red | New intranet site specification (Local). |
| 4 | 1 | 2 | Red | New intranet site completed (Local). |
| 4 | 1 | 3 | Amber | Policy and Performance Management (P&PM) system specification (Local). |
| 4 | 1 | 4 | Amber | P&PM system procured (Local). |
| 4 | 1 | 5 | Amber | P&PM system installed and working (Local). |
| 4 | 1 | 6 | Amber | Media management system specification (Local). |
| 4 | 1 | 7 | Amber | Documented evaluation of alternative means of provision of the media management system (inc. procured or developed in-house) (Local). |
| 4 | 1 | 8 | Amber | Media management system installed and working (Local). |
| 4 | 1 | 9 | Pink | Documented e-mail and internet access policy for Members and employees (to establish need and criteria for usage) (R20). |
| 4 | 1 | 10 | Green | Actual provision of internet and e-mail access to members and employees establishing a need under our policy (R20). |
| 4 | 1 | 11 | Red | E-skills training policy for Members and employees based on a recognised level of attainment (G18). |
| 4 | 1 | 12 | Red | E-skills training policy actually being implemented with plans for completion within reasonable timescale (G18). |
| 4 | 1 | 13 | Green | Technical implementation of a Content Management System on our web site (R24). |
| 4 | 1 | 14 | Red | Documented ownership and editing policy and processes relating to our Web site (R24). |
| 4 | 1 | 15 | Green | Content management processes actually implemented (R24). |
| 4 | 1 | 16 | Pink | Documented evidence of full compliance with e-GIF (mainly applies to Web technology) (G21). |
| 4 | 1 | 17 | Amber | Information Security Policy (Local). |

| | | | | | |
|----------|----------|----|-------|---|---|
| 4 | 1 | 18 | Amber | MVM system implemented for managing Planning and Building Control (Local). | |
| 4 | 2 | | | Electronic Document and Records Management (EDRM). | |
| 4 | 2 | 1 | Amber | Policy and procedures for EDRM to ISO 15489 standard (G19). | |
| 4 | 2 | 2 | Amber | Audit and gap analysis of current systems (G19). | |
| 4 | 2 | 3 | Red | Specification of technical infrastructure to implement the EDRM policy (G19). | |
| 4 | 2 | 4 | Red | Technical infrastructure to implement EDRM policy actually implemented (G19). | |
| 4 | 2 | 5 | Red | EDRM policy and procedures implemented corporately (G19). | |
| 4 | 3 | | | Infrastructure, BPR and Workflow. | |
| 4 | 3 | 1 | Red | Documented policies and processes relating to customer authentication, inc. technical requirements (R11, G11, G8 and others). | |
| 4 | 3 | 2 | Red | ICT systems for customer authentication via all access channels actually in place (R11, G11, G8 and others). | |
| 4 | 3 | 3 | Red | Processes for customer authentication actually implemented in Copeland Direct and on the Web (R11, G11, G8 and others). | |
| 4 | 3 | 4 | Red | Documented technical integration strategy (CRM/workflow/back-office) (G24). | |
| 4 | 3 | 5 | Red | Integration between CT, Benefits & the CRM (and workflow systems) in place (R16 & R27). | |
| 4 | 3 | 6 | Red | Integration between MVM planning and online applications via Planning Portal in place (R8). | |
| 4 | 3 | 7 | Red | Integration between licensing and planning systems in place (G7). | |
| 4 | 3 | 8 | Red | Integration between licensing and environmental health systems in place (G7). | |
| 4 | 3 | 9 | Amber | Prioritisation & cost/benefit analysis for initial batch of services (5-6) for BPR/automation (G24). | |
| 4 | 3 | 10 | Amber | Process maps for initial batch of services (5-6) for BPR/automation (G24). | |
| 4 | 3 | 11 | Amber | Projects at least initiated for implementation of new processes for initial batch of services (G24). | |
| 4 | 4 | | | Remote Access & Mobile Working. | |
| 4 | 4 | 1 | Amber | Documented policy and processes for home/remote working (teleworking) for Members and employees (R21). | |
| 4 | 4 | 1 | 1 | Red | Documented policy and processes for CT and Benefits to offer processing claims at citizens' homes (G15). |
| 4 | 4 | 2 | Amber | Appropriate ICT access and support in place to teleworkers (R21 & R22). | |
| 4 | 4 | 2 | 1 | Amber | Web mail installed and working. |
| 4 | 4 | 2 | 2 | Amber | Secure SSL VPN installed and working. |
| 4 | 4 | 2 | 3 | Red | Mobile technical implementation of the CT & Benefits systems in place (still allowing customer tracking) (G15). |
| 4 | 4 | 3 | Red | Documented processes to track efficiency gains from home and remote working (R22). | |
| 4 | 4 | 4 | Red | Processes to track efficiency gains from home and remote working actually in place and being used (R22). | |
| 4 | 5 | | | E-Procurement. | |
| 4 | 5 | 1 | Amber | Documented policy & processes for e-procurement at Copeland, inc orders, invoices, stock levels & environment-related goods (R9). | |
| 4 | 5 | 2 | Amber | Goods receipt and invoices actually being handled electronically (R9). | |
| 4 | 5 | 3 | Amber | Orders actually being generated electronically (R9). | |
| 4 | 5 | 4 | Pink | Current stock levels actually checkable electronically (R9). | |
| 4 | 5 | 5 | Amber | All environment-related goods and services actually being procured electronically (R7). | |
| 4 | 5 | 6 | Amber | List of regional procurement initiatives (G9). | |
| 4 | 5 | 7 | Amber | Documented evidence of participation in above initiatives (G9). | |
| 4 | 5 | 8 | Amber | Documented evidence of participation in the regional centres of excellence (G9). | |
| 4 | 5 | 9 | Pink | Business Case for developing e-procurement in partnership (G9). | |

| 4 | 6 | E-Payments. | |
|---|---|--------------------|---|
| 4 | 6 | 1 | Amber Integrated e-payment system procured. |
| 4 | 6 | 2 | Amber Facilities for credit/debit card payments for all services on the website actually implemented (R10). |
| 4 | 6 | 3 | Amber Facility to print off a transaction confirmation page inc. transaction ID number actually implemented (R10). |
| 4 | 6 | 4 | Amber Facility for customer to request e-mail receipt of payment inc. transaction ID number actually implemented (R10). |
| 4 | 6 | 5 | Amber Facility for customer to be able to pay for all services by touch tone telephone actually implemented (Local). |
| 4 | 6 | 6 | Red Documented baseline data on "current" methods of payments, including volumes by channel & transaction values (G10). |
| 4 | 6 | 7 | Red Documented baseline data on current costs of collecting payments (G10). |
| 4 | 6 | 8 | Red Documented policies and processes for monitoring and reporting changes to costs of collecting payments over time (G10). |
| 4 | 6 | 9 | Pink Published evidence of efficiency gains through use of e-payments (G10). |