

Appendix 1: DIGITAL Programme of Work 2020-21

Corporate Projects

Project	Description	Status
<i>Customer Focus Programme</i> (Programming, CRM, Website, Integration Platform, Infrastructure Architecture, Telephony)	Implementation of Customer Focus supporting technology	New website live. Online forms programme of work to redevelop forms to new website template in progress Telephony upgrade due 5 th September. CRM - service design and detailed business process reengineering required before development can commence.
<i>HR and Payroll</i> (Phase II – Reporting; Training & Recruitment; Expenses; Disciplinary, Grievance and PDP modules; Online Recruitment; Time and Attendance)	HR and Payroll, Time & Attendance and Travel & Subsistence Replacement	Phase II implementation underway Agreeing and building organisational hierarchy essential to Phase II success
<i>Finance system replacement</i> (Management Accounts; Banking & Treasury management; Invoice Management; Accounts Receivable; Goods Receipting; Requisitioning & Invoice creation; Contract Management; Sourcing)	Procurement of new integrated Finance and Procurement system	Project board established Market testing complete As-is process review complete Specification in draft format Procurement to begin in October
<i>Corporate Asset Management</i>	Implementation of corporate approach to Asset Management	Procurement complete System configuration underway
<i>Health & Safety Risk Assessment Replacement</i>	System implementation for new Health & Safety system	System configuration nearing completion Data migration planned Discussion ongoing with supplier around training and go-live timeline due to current Recovery resourcing requirements
<i>Data Analytics maturity assessment</i>	Data Analytics gap analysis	Procurement of consultants complete Need to schedule suitable time to complete workshops
<i>Consultation and Engagement system</i>	Improved system for consultation and engagement	Procurement complete Implementation planning underway
<i>Electronic Document and Records Management (EDRMS)</i>	Interim approach to records management, system procurement and implementation	New recommendation for an interim approach to be taken to CMT for decision in September

Regional projects

Project	Description	Status
Planning Portal	Implementation of regional Planning Portal and back office system	Procurement complete. Internal BCC project team established. Implementation workshops underway.
Transfer of HMO	Finalising implementation for HMO regional system	Online forms to be updated
Port Health – NI SPS Control system	Brexit operational readiness at border control posts	Early engagement with DAERA on system development and implementation

Departmental Priorities

Project	Description	Status
Legal Case Management	Completion of roll out of Legal Case Management system	System live Supplier issues being resolved Outstanding functionality and issues resolution in progress
City Cemetery Heritage Project	Technology requirements for City Cemetery visitor attraction (Networking; EPOS ;AV equipment; Software -Visitor Centre & online; Mobile App; Mapping of Burial Plots)	Awaiting final designs from external contractor to proceed with most areas Procurement of mapping burial plots to begin September 20
HR Skills Testing	Online skills testing for clerical posts	On hold

Corporate Infrastructure Priorities

Project	Description	Status
Local Full Fibre Programme <ul style="list-style-type: none"> • Public Sector Anchor Tenancy (PSAT) • Public Sector Asset Reuse (PSAR) • BCC network redesign and implementation 	<p>Local Full Fibre Programme</p> <p>Council sites full fibre network connectivity (202 sites)</p> <p>Business case to bring City Centre ‘Streets Ahead’ ducting to the market to deliver better and more cost effective fibre broadband services to the City Centre.</p> <p>Redesign network to support full fibre connections to increase bandwidth to all Council buildings. Future proofing network for the next 25 years.</p>	<p>85% complete. 173 sites out of 202. Estimated date for completion end of September.</p> <p>Ducting survey partially complete. Working on business case for DCMS funding.</p> <p>Core network switches installed. Phased roll out as contracts for network circuits cease.</p>

Mobile Application Development Platform	System Development platform for mobile applications	Staff Intranet mobile app live Missed bins mobile app in development
Windows 10 upgrade	Workplace productivity improvements	Essential Windows 10 upgrade to new version as the Windows 10 version we are currently running reaches the end of support on the 12th November 2020. CMT paper to follow outlining installation requirements and user impact.
Strategic Information Security Assessment	Security infrastructure review to understand requirements for hybrid office and remote working environments	Initiation meeting complete Workshops scheduled for September
ISP Upgrade and internet resiliency	Upgrade to resilient internet service with x5 bandwidth	Implementation to be completed November 2020
Office 365 upgrade	Move to click-to-run version of Office 365 to avoid significant licensing uplift	Upgrade planning underway
Wireless LAN	Upgrade of BCC internal Wi-Fi across core buildings	Completion of Wi-Fi network at Duncrue final outstanding task BCC Corporate available at Duncrue Guest and Public Wi-Fi connections to be completed following ISP upgrade.
Cloud application security assessment	Assessment to understand risk around unauthorised cloud application usage. (Audit recommendation)	Currently reviewing if current firewall technology can be used to carry out the audit avoiding additional spend
Cloud Strategy	Development of strategic approach to Cloud adoption and governance	Draft strategy under review. Will be completed alongside the Strategic Information Security assessment.
UPS enhancement	Adding Uninterruptable Power supplies to critical infrastructure components to protect from power surges and to allow graceful shutdown in the event of a power failure.	Procurement complete Implementation planning underway
Backup environment enhancement	Additional storage and licensing to accommodate growing backup requirements	Procurement complete Implementation planning underway
Audio Visual requirements to support hybrid remote/on premise meetings	To support hybrid council and committee meetings and to upgrade emergency planning room	Procurement underway

External Business

Project	Description	Status
Information @ Work (Enterprise) system implementation for NIHE	Document Management system to support delivery of Housing Benefits for the Housing executive	Implementation in progress
Rate relief system (Northgate)	Implementation of Northgate Rate Relief system	Procurement complete Implementation in progress

Tree system re-development	Re-development of trees system with view to selling on to interested local authorities	Being progressed as a low priority when time permits
NI Business Start-up programme Phase II	NI Business start-up programme additional development	Awaiting decision on extension of programme

Emerging Projects

Project	Description	Status
<i>IT Requirements to support Operational Recovery</i>	Technology requirements as a result of Recovery	Main areas of focus include: <ul style="list-style-type: none"> • Improving customer contact • Delivery of online services – including Interim booking systems • Data analytics and reporting • Improved digital workplace – IT equipment; security enhancements; collaboration solutions; remote access
<i>Building Control system replacement</i>	Procurement of new Building Control and Licensing systems to support flexible mobile workforce and online services	Market testing complete Process review underway
<i>Regulatory Services system replacement</i>	Procurement of new Regulatory Services system to support flexible mobile workforce and online services	
<i>Service Desk and IT Asset Management system</i>	To replace the existing in-house CRM and Asset Management systems with a dedicated IT Service Management. (internal Audit recommendation)	Market testing underway Business case being developed
<i>Corporate Booking system</i> (Customer Focus Programme)	To meet internal and external booking functionality across the Council. Would require system consolidation	Market testing underway