

## Appendix B - Projects in progress with Serco

The table below shows the outcomes being delivered for the Council; each outcome may require the delivery one more than one project. The individual projects (shown previously) are managed through the technical and project delivery boards. This view is intended to show the impact on the Council's services.

Service Area	Outcomes to be delivered	Expected date for delivery of outcome	Update
External customers / citizens of Lincolnshire	<ol style="list-style-type: none"> <li>1. Online booking of driver training courses – reducing need to call the CSC.</li> <li>2. Online fault reporting for Highways issues – improvements to current service.</li> <li>3. Online booking of appointments for Registrars services and online ordering of certificates.</li> <li>4. Online purchase of Highways licences.</li> <li>5. Online application for Blue Badges</li> <li>6. New website – improve ability to present and search for information</li> <li>7. Replacement of Children's Services system Edica – used by parents for schools admissions</li> </ol>	<ol style="list-style-type: none"> <li>1. x</li> <li>2. x</li> <li>3. x</li> <li>4. x</li> <li>5. x</li> <li>6. x</li> <li>7. x</li> </ol>	
Financial and HR Services / internal efficiency and ease of use for staff	<ol style="list-style-type: none"> <li>1. Upgrade of the Agresso system to improve efficiency and accuracy of the finance and HR services.</li> <li>2. Process improvements in financial services</li> <li>3. Process improvements in HR and Payroll</li> <li>4. Service and process improvements to the Recruitment Service</li> <li>5. Automatic integration of e-training with Agresso training record – better ability to monitor staff</li> </ol>	<ol style="list-style-type: none"> <li>1. x</li> <li>2. x</li> <li>3. x</li> <li>4. x</li> <li>5. x</li> </ol>	

	training		
Adults and Children's Services	1. Improved efficiency for staff	1. x	
Highways	1. Introduce Permits for Highways use and mobile staff devices	1. x	
Technology improvements	<ul style="list-style-type: none"> <li>1. Provision of replacement mobile phones for staff</li> <li>2. Provision of improved access to the internet</li> <li>3. Provision of Windows tablets for mobile staff</li> <li>4. Delivery of network improvements</li> <li>5. Delivery of security improvements and ISO27001</li> <li>6. Provision of replacement desktops for staff</li> <li>7. Upgrade of telephony – for security purposes</li> <li>8. Preparation of Lancaster House for staff use</li> <li>9. Support to provision of new printers/photocopiers/scanners – cost saving</li> <li>10. Close down of SAP – securing historic data – removes risk</li> <li>11. Enterprise data warehouse – increasing ease and efficiency of reporting across Council data</li> <li>12. Data centre relocation – improving resilience in the event of system failure/disaster</li> <li>13. Identity management – including management of starters, movers and leavers – security and efficiency improvements</li> <li>14. Improved system for reporting HR and IT issues – easier for staff to use and more efficient to manage</li> </ul>	<ul style="list-style-type: none"> <li>1. x</li> <li>2. x</li> <li>3. x</li> <li>4. x</li> <li>5. x</li> <li>6. x</li> <li>7. x</li> <li>8. x</li> <li>9. x</li> <li>10. x</li> <li>11. x</li> <li>12. x</li> <li>13. x</li> <li>14. x</li> </ul>	