

# Appendix B

## Planned E-Government Projects in IEG2 Statements

Authority	Key Projects	Joint Activity
<b>Breckland</b>	Land charges (2003) Waste management Infrastructure (2003) Electronic payments (2003) Tourism destination management bid Website (2003/04) Contact centre/CRM	Building control Dereham OSS Revenue partnership (with Suffolk district) Learning mobile SUPER Portal Attleborough/Swaffham learning stations Five customer contact centres
<b>Broadland</b>	LLPG (2002/03) Corporate GIS DIP/workflow CRM Intranet/mobile (2003/04) Financial system (2003) Web applications	Wroxham/Aylsham Council Information Centres SUPER Portal
<b>Great Yarmouth</b>	Document management/workflow (2003/04) Mobile data collection pilot (2004/05) Network infrastructure Financial management (2003/04) JobsGoPublic Property management/GIS (2003-05) Planning on line Contact centre (2003/04) Customer ID (2003/04) e-democracy (2005/06) Contact management (2003/04)	CRM Town Hall, Gorleston, Martham OSS SUPER Portal
<b>King's Lynn</b>	First Point of Access developments (2002-04) Housing Repair call centre (2002/03) Leisure bookings/payments (2002-04) Revenue telephone payments (2002/03) NLPG/NLIS (2002/03) ECDL IT competency (staff) (2002-04) Member IT competency (2002-04) Planning applications (2003/04) e-Democracy developments (2003/04) Consultation processes (2003/04)	Heacham area office West Norfolk Gateway (2002-04) e-Business Community (2003/04)
<b>Norfolk</b>	Contact centre/CRM (2003/04) Infobase (2003/04)	SUPER STAR

	<p>Financial systems (2003)                  HR (2003/04)                  Social services (2004/05)                  Voice and data network (2002-04)                  Website (2003)</p>	<p>OSS (as districts)                  Portal                  e-sign</p>
<b>North Norfolk</b>	<p>JobsGoPublic                  Planning applications                  e-Citizen authentication                  Public access points in area offices                  DIP/workflow (2003-06)                  CRM                  Web enabled GIS (2003/04)</p>	<p>Reach Out – NorthNorfolk.org links to PCT etc.                  Five pilot ‘mini’ sites with parish/town councils                  Fakenham Connect                  Planned OSS in next three years</p>
<b>Norwich</b>	<p>e-voting bid (2003)                  e-payments (2002)                  Financial system (2003)                  Website (2003)                  Booking (2003)                  Contact management scripting (2004)                  Intranet (2003)                  Interactive forms (2003)                  Mobile technology                  WAN upgrade (2003)                  Switchboard (2003)                  DIP/workflow (2003)</p>	<p>Public access terminals                  One Stop Shops at Mile Cross, Lakenham                  Learning City Online (4 locations plus partners)                  Portal (Norwich and Norfolk Connect)                  SUPER</p>
<b>South Norfolk</b>	<p>Revenues (2003)                  Minutes (2003)                  Housing management (2004/05)                  Building services (2004/05)                  Website (2005)                  Mobile and remote communications (2005)                  Contact centre (2004/05)                  NLIS (2004)                  Workflow (2004)                  Network/infrastructure (2005)                  Disaster recovery (2003/04)                  Switchboard (2003/04)                  Broadband (2003/04)                  Financial management (2003)                  Terrier (2003)                  Intranet (2003)                  HR (2003)</p>	<p>Building control partnership                  Portal                  Waste management partnership (smartbins)                  Parish IT                  Contact points in market towns (Diss, Harleston)                  Revenues partnership (with Mid Suffolk DC)                  Supporting people partnership                  SUPER                  STAR                  ICT learning (Diss, Loddon, Wymondham)                  Money advice for young people (with CAB)</p>