

Appendix D

Phase One NCP E-Government Projects (2002-04)

Project	Description	Costs and source (£000k)	Building Blocks
Portal	Development of replacement for current Information Area linking partner web sites and improving customer access.	£300 (Local e-Gov Programme)	Providing information, Contact centres, One Stop Shops, joining up, knowledge management, intranet/extranet.
Joint training	Training for one stop shop and other front desk staff in joint service delivery.	£60 (Norfolk CC LPSA)	Providing information, consultation, booking, access to networks, contact centres, One Stop Shops, joining up, knowledge management, understanding customers.
One Stop Shops	Development plan for further one stop shops with a target of four more for 2002/2003, plus developing libraries as service desks, with further waves in market towns for future years.	Each costed separately (Objective II rural development)	Providing information, consultation, booking, access to networks, contact centres, One Stop Shops, joining up, knowledge management, understanding customers.
STAR	An Internet one stop shop for inward investment enquiries from business similar to SUPER.	£150 (e-Ten)	Providing information, regulation, access to networks, One Stop Shops, contact centres, joining up, GIS, intranet/extranet, customer land and property databases.
E-Sign	Developing a signing avatar for the profoundly deaf to be used in one stop shops and on the internet (people whose first language is deaf signing often have difficulties with written English).	£150 (e-Content)	Providing information, consultation, access to networks, One Stop Shops, joining up, understanding customers.
Data Observatory	Adding further data sets including 2001 Census to the joint data observatory and closer links with other regional observatories.	£200 (EEDA)	Providing information, access to networks, joining up, knowledge management, customer, land and property databases.
SUPER	Jointly developed one stop shop for regulatory information for business.	£250 (e-Ten)	Providing information, regulation, access to networks, contact centres, One Stop Shops, joining up, knowledge management, CRM, customer, land and property databases.
Joint Consultation	Forum to co-ordinate consultation across local authorities and other bodies.	Within Citizen Panel costs (Norfolk CC)	Consultation.
Cybrarian	Bid to develop customised web access for people with range of disabilities.	£500 (DFES)	Providing information, consultation, access to networks, One Stop Shops, joining up, understanding customers.
SUPER 2	Consumer advice website using SUPER technology and training for librarians to deliver advice.	£80 (NOF challenge)	Providing information, regulation, access to networks, contact centres, One Stop Shops, joining up, knowledge management, intranet/extranet.
Broadband	Research into broadband demand and availability to develop a Metropolitan Area Network for Norwich and joined up procurement in the rest of the county.	£3,400 (EEDA)	Providing Access to networks, one stop shops, contact centres, broadband, security.