

Appendix E

Phase Two NCP E-Government Projects (2003/04)

| Project | Description | Costs (£000k) | Building Blocks |
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| A-Z/FAQs | Straightforward development of core information on websites linked to Portal and other delivery mechanisms (CD-rom etc.). | £180 | Providing information, providing access, contact centres, One Stop Shops, specialist portals, joining up, intranet/extranet, customer, land and property databases. |
| Performance management framework for NCP | Identification of performance measures, benchmarks and reporting formats for monitoring Local e-Government Programme success. | £50 | Providing information, consultation, leadership, change management, programme/project management. |
| E-forms | Developing web-based, common forms for high volume transactions, which can deliver to multiple organisations. | £180 | Application for services, booking venues, resources and courses, joining up. |
| Property/customer/land databases | Identifying and cleansing databases with geographical or people references. | £300 | Application for services, providing access, customer, land and property databases. |
| Customer relationship management 1 | Develop joint, core CRM data for use by partners and protocols. | £250 | Providing information, contact centres, One Stop Shops, joining up, customer relationship management, knowledge management, customer, land and property databases, understanding customers. |
| Life episodes/process maps | Mapping the most common or highest “value” processes in decision-tree format for internal and external use, including fulfilment. | £180 | Contact centres, One Stop Shops, customer relationship management, knowledge management, understanding customers. |
| E-democracy 1 | Integrated A-Z of elected representatives, greater information on democratic processes, joint consultation and ‘planning for real’ (web, CD and events). | £100 | Providing information, consultation, providing access, joining up, knowledge management, understanding customers. |
| Training, branding and information links | To enable existing outlets to become One Stop Shops. | £150 | Providing information, application for services, providing access, One Stop Shops, joining up, marketing and take up. |
| Contact centre development | Development of a business case and the start of procurement for joint/linked contact centre(s). | £100 | Providing information, providing benefits and grants, application for services, providing access, procurement, contact centres, joining up, knowledge management, customer relationship management. |
| Portal/further partners | Adding further partners in public, private and voluntary sector. | £50 | Providing information, providing access, specialist portals, joining up. |
| Marketing and take-up | Provision of information to promote e-government services and access channels and improved contact systems, i.e. streamlined telephone numbers. | £50 | Providing information, consultation, application for services, customer relationship management, marketing and take up. |
| Broadband awareness raising | Information for businesses and households about existing broadband projects. | Already funded | Providing information, consultation, Broadband, understanding customers, marketing and take up. |
| SUPER 2 (follow up) and SUPER 3 | Web-based portal to information and consumer advice for individual citizens, joining up public and voluntary networks, in areas not covered by existing SUPER 2 project, e.g. employment advice, licensing, fire. | £100 | Providing information, providing benefits and grants, providing access, joining up, knowledge management, One Stop Shops. |
| Targeted customer information 1 | Develop more comprehensive information for key customers and leisure users. | £50 | Providing information, providing benefits and grants, application for services, paying for goods and services, booking venues, resources and courses, providing access, specialist portals, joining up, customer relationship management, knowledge management, marketing and take up. |

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| Programme management, procurement | Support for the co-ordinated programme of projects, specialist advice on procurement, legal advice and procurement costs. | £350 | Leadership, procurement, joining up, programme/project management. |
| Total | | £2,210 | |

