

# Appendix F

## Phase Three NCP E-Government Projects (2004-2010)

Project	Description	Building Blocks
E-form back office	Enabling above forms to be delivered into back office systems.	Application for services, booking venues, resources and courses, providing benefits and grants, joining up, customer, land and property databases.
Customer relationship management 2	Developing front/back office integrated systems.	Providing information, contact centres, One Stop Shops, joining up, customer relationship management, knowledge management, customer, land and property databases, understanding customers, specialist portals.
Portal secure data sharing	Secure data sharing between authorities linked to Portal development.	Providing information, providing access, specialist portals, joining up.
Norfolk knowledge direct	Integrating and providing easier access to FAQs, knowledge management, e-forms, A-Z etc.	Providing information, consultation, application for services, booking venues, resources and courses, paying for goods and services, providing access, specialist portals, joining up, knowledge management.
Contact centre implementation	Implementation of business case developed in Phase 2.	Providing information, providing benefits and grants, application for services, providing access, procurement, contact centres, joining up, knowledge management, customer relationship management.
New One Stop Shops	Building new outlets to fill gaps.	Providing information, providing benefits and grants, application for services, paying for goods and services, providing access, One Stop Shops, joining up, customer relationship management.
Member and joint officer agreement	Enabling people to connect to more than one agency's systems from a single machine.	Providing information, providing access, joining up, intranet/extranet.
Customer secure transactions 1/2	Single authentication process linked to Portal and joint authentication agreements, with links to back office systems.	Providing benefits and grants, application for services, booking venues, resources and courses, providing access, joining up, intranet/extranet, understanding customers.
E-procurement	Joint e-procurement system based on County Council model.	Procurement, joining up.
Geographical information systems 1/2/3	Adding more data and enhancing the functionality of the Norfolk Observatory, e.g. Census. Developing back office, fully functional joint GIS.	Providing information, providing access, specialist portals, GIS, knowledge management, intranet/extranet.
Customer research	Identifying highest demand (choice and volume) information, processes and forms for different customer groups.	Providing information, consultation, customer relationship management, understanding customers.
Targeted customer information 2	Developing transactional links for key customers and leisure users, e.g. accommodation, attractions, ticketing, bookings.	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.
Training for home workers	Identifying and developing training for staff who visit people in homes/premises to provide information and access to other services, e.g. care of older people, youth offending, regulatory inspections etc.	Providing information, providing benefits and grants, providing access, joining up, understanding customers.