



## Three Rivers District Council

# Integration via service connectors from Firmstep to Uniform for Licensing applications

## PROJECT INITIATION DOCUMENT (P.I.D. Lite)

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# Project Initiation Document (P.I.D. Lite)

## Document Control

### Document Change History

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### Distribution

Name	Position	Organisation/ Service

### Approval

Name	Position	Date approved

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## 1 Introduction

### 1.1 Purpose of the document

The Project Initiation Document (Lite) consolidates information required regarding the fundamental aspects of the project and is the basis against which the project is evaluated and prioritised.

- Why is this project important
- What will the project do, what outcomes will be delivered, what are the success factors and risks
- How much will it cost, what resources are required

*\*\* This document is a "lite" version of the full Project Initiation Document (PID) required when initiating the project fully. The full PID contains additional information.*

- How will the project be implemented, how will it be managed
- When will the project be implemented
- Who will be involved and who will be impacted

**NOTE:** When a PID is recommended to Council and approved as part of the budget setting process, the relevant Chief Officer will be deemed to have the necessary Delegated Authority to enter into any contract in respect of the project and within the budget agreed.

### 1.2 Executive Summary

1.2.1 Integration via service connectors from Firmstep to Uniform for Licensing applications. This will result in back office efficiencies by removing the requirement to re-key information from one system to another

1.2.2 The project will deliver efficient services for the Licensing department with the potential to save 100 working days a year in administrative duties. It also provides additional online services and as a result helping to drive channel shift and reduce the carbon footprint of submitting an application in the traditional way. The user will benefit with an improved customer journey from applying for a licence to having the licence issued. This will be achieved by the building of the form and the information provided on it, to the speed of the department in dealing with the request. The project would become cost neutral within three years which is the current contract length of the Firmstep contact.

### 1.3 Project Objectives

1.3.1 Integration via service connectors from Firmstep to Uniform. This will result in back office efficiencies in reducing the need for staff to re-key information from one system to another. This also removes the risk of human error which can lead to delays in the processing of an application. As a result the project will deliver savings in time, staff resources and costs associated with them. At the same time it will improve the customer's journey from the start of the application to the issuing of the relevant licence.

## 1.4 Current issues and priorities

Current issues are the system, Firmstep and Idox, work in isolation and do not pass data freely between each platform. As a result this leads to inefficiencies in the way staff handle applications as each application has to be re-keyed into the back office system (Idox) from the customer starting point (Firmstep).

Resulting in:

- Increases in time taken to process an application
- Departmental staff tied up in administrative duties and not being able to assist applicants that require assistance
- Risk of human error
- Risk of damage to the Council's reputation if the wrong information is re-keyed

This project underpins and supports both of the Council's strategic themes because it provides the mechanism to deliver an improved and more efficient service which supports the aims and objectives of the Strategic Plan, specifically:

- 1.2 support local businesses and the local economy, and
- 2.4 we will provide a safe and healthy environment,

### **This is also true of the following performance indicators**

CP05 – Satisfaction with Three Rivers District Council

CO02 – Public perception of how well informed they feel about public services

CP46 – The perception of value for money from Three Rivers District Council

Having a more efficient licensing system helps to improve the customer satisfaction of TRDC, improves public perceptions and increases value for money. Furthermore it will provide a safe licensing environment for residents and visitors, and support the local economy.

## 1.5 Implications of project not being complete

If this project is not carried out the Council and users will be unable to fully realise the benefits that Firmstep and Idox can bring when integrated using service connectors. Staff will have to continue double keying information from one system to the next and the risks this brings.

Applicants will not be able to benefit from the improvements to the application process that the integrations can bring and will have to continue to apply in the current way with the additional work load that this presents for the department.

## 2 Business Case

The business case for the project is about supporting strategic objectives relating to organisational efficiency and effectiveness and use of resources.

### Why should this project be undertaken?

- The project will deliver efficiencies for staff within the Licensing department and across the Customer Service department
- Support channel shift across the Council
- Support the Council's drive towards digitisation and reducing paper/printing
- A more joined up and professional way for applicants to apply
- Maximising the use of both Firmstep and Idox as applications we currently have on our network
- Removing the risk of keying wrong information into applications
- Improved customer service as a result of improved application process and effectiveness in back office services

### How will project success be measured?

#### Direct indicators

- Reduction in face to face visitors
- Increase in online submissions
- Reduction in printing and postage
- Reduction in Officer time spent on administrative duties

#### Non direct indicators

CP05 – Satisfaction with Three Rivers District Council

CO02 – Public perception of how well informed they feel about public services

CP46 – The perception of value for money from Three Rivers District Council

### 2.1 Project Definition

### 2.2 Outputs and Outcomes

#### Outputs

Potential to process more applications, more speedily

Potential to reduce application time

Potential to reduce human errors

Potential to increase customer satisfaction

Potential to increase revenue generated (increase in applications)

Potential to improve the perception of the Council held by residents

Potential to improve the service received by the customers as a reflection of the improved efficiencies

## Outcomes

Improved customer journey

Improved customer experience

Safer environment (2.4 we will provide a safe and healthy environment)

Improved regulation and enforcement

New access channels to the Council for users of our services

## **2.3 Benefits**

The benefits are based on information provided by the department, which would indicate that the integration of the two systems could result in a saving of 100 working days based on staff member earning £20k per year; divided by 100 days = £6.6k potential saving per year

The project will also support a channel shift across the council by helping to introduce users to the range of services we have available online. By continuing to invest in the platforms this ensures the Council are using them to their maximum potential and realising the benefits and efficiencies the systems can bring. By utilising the system integration the user will have an improved experience when using our online services and as a result improved satisfaction with Three Rivers District Council.

In the past non-investment in systems has led to a system not fit for purpose and cumbersome for staff to use, resulting in staff having to spend more time than they would expect dealing with enquiries and applicants having to wait longer for a response

A digital application is also a greener way to apply to the Licensing service, saving paper and printing; and reducing the carbon footprint of the council.

## 3 Project Costs

We await a detailed scoping document from Firmstep and Idox to ascertain the exact cost of the project. The current information is based on that provided by the third party platforms providers. If the project cost proves to be more than £20k the project will not progress and the budget will be returned to the capital account.

This section should include a high level breakdown of all expected project costs, including all costs for project management. Identify any budget-sharing arrangements with third parties, including key stakeholders.

### 3.1 One off project costs

Capital cost

- Firmstep support for delivery of project £12,000
- Uniform connector for Licensing £2,500
- Idox consultancy support days £4,500

Revenue costs

- Annual maintenance will be covered by the department out of current budgets

### 3.2 Financial viability

The cost of the project is based on 3 years which will be the current length of the Firmstep contract.

Potential project saving is based on information provided by the Licensing department:

Number of applications per year = 1000

Time taken to process each application = 0.75 hours (45 minutes)

Number of hours to process 1000 applications = 750 hours per year

Based on a working day of 7.5 hours this equates to 100 working days per year.

Based on staff member earning £20k per year; divided by 100 days = £6.6k

Therefore a potential return on investment of 3 years, if the cost of the project is £19,000

### 3.3 Resources and skills

Standard form building in Firmstep can be achieved in-house with the Firmstep team and departments working together to review the forms to ensure the correct information is captured. Departments will have to review and confirm the work processes and which information is to be passed across. Any wording for emails will have to be provided by the departments. In addition, the following support will be required at stages of the project

- Senior Systems Supervisor (internal) for Idox
- Firmstep project support for implementation of the connectors
- Idox support days, approximately 3 days will be required
- IT support from internal ICT team

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Has the project been agreed by the Head of ICT?

This will be required if the project is to move forward

Yes	
No	X

### 3.4 Equalities

Is this project responding to an Equality Impact Assessment?

Yes	
No	X

If yes, please provide brief details of the EIA...

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Has an Equality Impact Assessment been undertaken for this project?

Yes	
No	

If yes, what are the outcomes and how do these link to the project?

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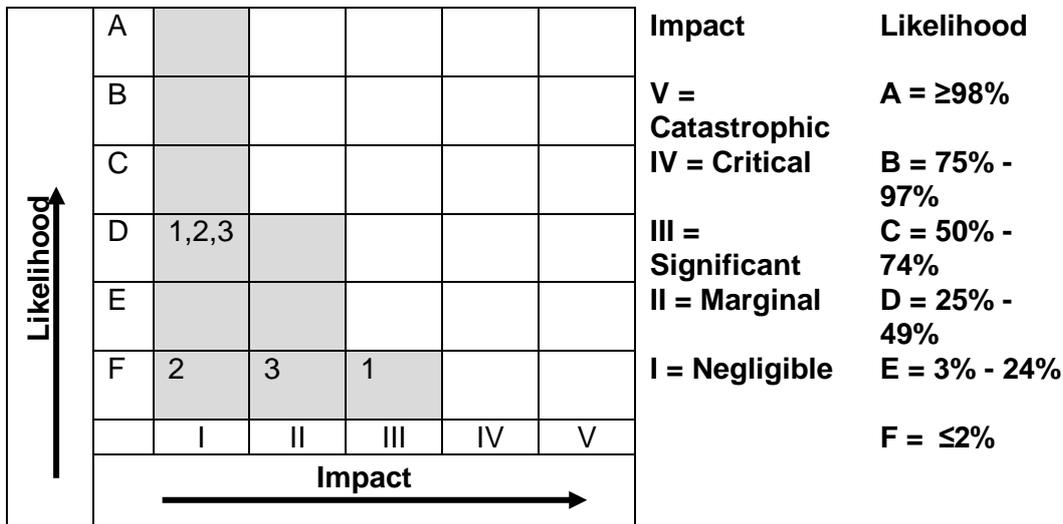


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### 3.5 Risks

#### Initial Risk Log

#### Likelihood and Probability Key



Risk	Level of Risk		Required actions	Owner
	Impact	Likelihood		
1) Total price of project is over the PID value	III	D	Third party suppliers to be contacted to review project pricing	Carl Harris

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Risk	Level of Risk		Required actions	Owner
	Impact	Likelihood		
2) Project runs over implementation time scale	I	D	Review of current programme of works	Carl Harris
3) Time savings not achieved to the level expected by department	II	D	Licensing department to review processes	Kimberley Rowley