1. Service: Finance \& Resources (ICT)
2. Submitted by: Steve Rayment
3. Brief Description of the proposal: E-Government developments

To continue the development of electronic access to services in support of the IEG statement and the front office/back office arrangements in place at the Contact Centre including the citizen self service for transactional services, payments and billing on-line. This proposal also addresses the requirements of the Freedom of Information act.
4. Costs (£000s)

| Detail | $\mathbf{2 0 0 4 / 0 5}$ | $\mathbf{2 0 0 5 / 0 6}$ | $\mathbf{2 0 0 6 / 0 7}$ | $\mathbf{2 0 0 7 / 8}$ |
| :--- | :---: | :---: | :---: | :---: |
| FMS (E-procurement ) |  | 12 K | $6 \mathrm{~K}(\mathrm{c})$ <br> 6 K | 6 K |
| Income Management |  | $15 \mathrm{~K}(\mathrm{c})$ <br> 24.5 K | $6 \mathrm{~K} \mathrm{(c)}$ <br> 6 K | 6 K |
| Revenues 'Open Access' |  | 4 K | 4 K | 4 K |
| Email archiving |  | $16 \mathrm{~K}(\mathrm{c})$ <br> 10 K | 5 K | 5 K |
| Freedom of Information | 6 K | 5 K | 5 K |  |
| Electoral Registration | 6 K | 6 K | 6 K |  |
| Total Costs: |  | $31 \mathrm{~K}(\mathrm{c})$ <br> 62.5 K | $12 \mathrm{~K} \mathrm{(c)}$ <br> 32 K | 32 K |

## 5. Reason for bid:



Inescapable
Related to one or more of the three priorities

## 6. Policy Justification:

## 7. Benefit for service users/public:

8. Impact on Performance Indicators:

| Performance Indicator |  | Estimated <br> performance in <br> 2 | Estimated improved <br> performance in <br> $2005 / 2006$ |
| :--- | :--- | :---: | :---: |
|  | Description |  |  |

## 9. Implications if not approved:

Citizens will not be able to engage with the Council and it's services via electronic means. This will increase the need for the public to travel to Council offices. E-enabling our services is fundamental to the achievement of IEG (Implementing Electronic Government), Councils who do not meet the government targets risk cuts in funding and grant allocation. The Freedom of Information act requires the Council to be in a position to respond to properly made requests for information, failure to comply with the legislation renders the Council liable to sanction from the Information Commissioner and possible prosecution.

