

# ENSURE EXCELLENT, ADAPTABLE, COLLABORATIVE PUBLIC SERVICES

## CORPORATE TRANSFORMATION PROGRAMME

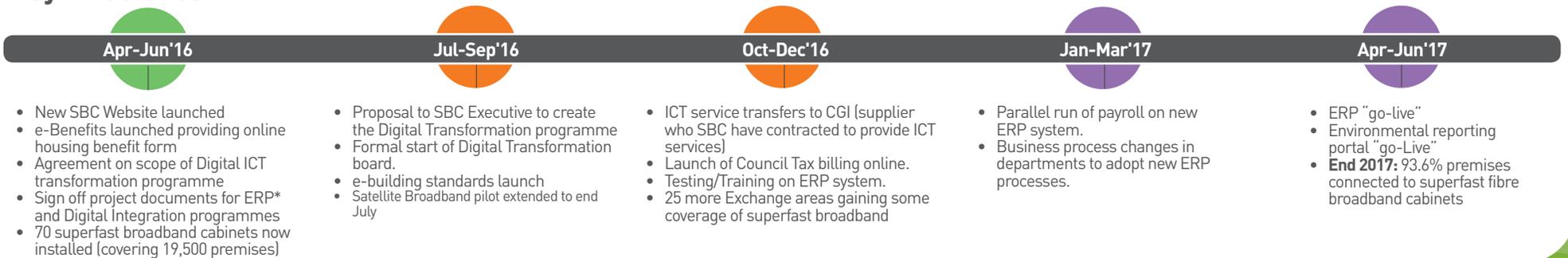
### DIGITAL TRANSFORMATION

ICT and new technology are the foundations of SBC's future and at the heart of the Council's Corporate Transformation programme. This programme is tasked with building a "Digitally Excellent" Scottish Borders. It combines three currently separate programmes: **ICT, Customer First and Digital Connectivity**. This allows shared activity to be managed more effectively, synergies to be exploited and investment/resourcing decisions to be better co-ordinated.

### Benefits

- Superfast broadband for business and personal use wherever located in Scottish Borders.
- More efficient, effective and responsive Council services
- Solid, reliable ICT provision for SBC
- Ensuring citizens and businesses have skills necessary to exploit digital services
- Attract businesses and investment to the Borders through improved connectivity

### Key Milestones



\*ERP = Enterprise Resource Planning project will provide the Council with a single system for HR, Procurement and Finance with highly efficient processes

### Our Performance

#### Customer Services: transactions logged (2015/16)

**102,342** phone

**67,949** face to face

Aim to reduce this further and increase digital uptake

**50%** uptake, within first 3 months, of customers using new e-benefits (April – June 2016)

**93.6%** of premises in Scottish Borders will be connected through Digital Scotland Superfast Broadband (DSSB) programme

**6.4%** will rely on the work we are doing to provide superfast broadband using other mechanisms.

### Programme highlights

ERP will deliver a modern, efficient Finance, HR and Procurement operation through adoption of a single system to replace three existing systems, and moving to highly efficient back office processes. For example staff will be able to complete their own timesheets directly into the system rather than on paper and it then being processed.

Our aim is to provide excellent online services that meet the needs of customers. Initial priorities are **Council Tax e-billing** and online **fault reporting** e.g. for potholes. We will also work alongside partners to

ensure that citizens of the Scottish Borders have the skills, knowledge and access to make the best use of digital technology to enhance their lives and their community.

Officers from the Council, as part of the South of Scotland Alliance, are currently working with **Community Broadband Scotland (CBS)** to look at how to extend the reach of the programme. The aim is to prepare a proposal for Scottish Government which builds on CBS's current work on community projects in order to reach more of the remaining **6.4%** of premises in the South of Scotland.

