

CUSTOMER TRANSFORMATION ROADMAP 1, REVISED JUNE 2022

Workstream	Services & Project	Jan-Mar 2022	Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2022	Funding	Lead
Principles	Service group and customer definition	Approved & operational	Complete			Invest	Customer Services
Principles	Core principles baseline	Approved & operational	Complete			Invest	SMT
Bridging the gap	Once and Done digital by default		Complete baseline of services	Amend services	Complete	Invest to save (consolidate)	Customer Services
Enabling front doors	360 degree view of the customer	CRM procurement commenced	Services aligned for migration	Align to service redesign/review projects	Deployed	Invest to save (GW)	Corporate Services
Enabling front doors	Our points of presence	Baseline & define PoPs	Front of house defined	Front of house model deployed	Services aligned	Invest to save (Property)	Customer Services
Enabling front doors	Contact centre & Voice services		Design & approve	Deploy	Complete	Invest to save (consolidate)	Customer Services
Service redesign	Garden Waste		Service redesign	Service redesign	Implement & complete	Invest to save (transform)	Service owner
Service redesign	Property and asset mgt	Service redesign	Implement		Complete	Invest to save (transform)	Service Owner
Service redesign	Planning Operations & regulatory services		Services review	IT systems and service redesign	IT systems procurement	Invest to save (transform)	Service owner
Service redesign	Technical services, grounds maintenance	Service redesign	Implement	Complete		Invest to grow (commercial)	Communities

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Service review	Waste management	Integration with service provider	Implement	Complete		Invest to save (transform)	Service owner
Principles	Core principles applied to delivery partners	Contracts review		Implement	Complete	BAU	Finance
Bridging the gap	Once and Done digital by default	Customer feedback on new services	Amend services as required		Complete	Invest to save (consolidate)	Customer Services
Service review	Leisure	Integration with service provider	Implement	Complete		Invest to save (transform)	Service owner
Enabling front doors	Our points of presence	Align to new Office Plan and mobile councils		Implement	Complete	Invest to save (Property)	Customer Services
Enabling front doors	Contact centre & Voice services	Design & approve new voice services	Implement		Complete	Invest to save (consolidate)	Customer Services
Service review	Housing	Mobile homes Service redesign	Implement		Complete	Invest to save (transform)	Service owner
Service review	Planning Operations & regulatory services	IT systems build and service redesign	Implement	Complete		Invest to save (transform)	Service owner
Service review	Democratic services	IT systems review	Service review and systems procurement	implement	Complete	Invest	Service owner

Workstream	Services & Project	Jan-Mar 2024	Apr-Jun 2024	Jul-Sep 2024	Oct-Dec 2024	Funding	Lead
Enabling front doors	Future state Digital Services		Service design for 2025		Complete	Invest to save (transform)	Service owner
Principles	Core principles applied to delivery partners 2	Contracts review 2		Implement	Complete	BAU	Finance
Bridging the gap	Once and Done digital by default	Customer feedback on new services	Amend services as required		Complete	Invest to save (consolidate)	Customer Services
Service review	Economic development	Service redesign	Implement	Complete		Invest to save (transform)	Service owner
Enabling front doors	Our points of presence	Redesign to meet new Office Model		Implement	Complete	Invest to save (Property)	Customer Services
Service review	Revenues & Benefits	Future service model definition	Service redesign		New model from Sept 2025	Invest to save (transform)	Service owner
Service redesign	IT and Digital	Future service model definition	Service redesign		New model from Sept 2025	Invest to save (transform)	Service owner
Service review	Communications	Web site review	procurement	implement	complete	Invest	Service owner