Council Redesign Update

May 2022

TORBAY COUNCIL

Content

Update on progress

Next steps

What have we done so far?

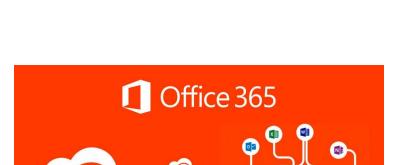- Design principals agreed and in use – Digital Inclusion
- Project resource assigned, both **£** and 🙂
- Service review methodology developed and agreed
- Service Redesign and Process mapping started
- CRM Spec agreed
- CRM procurement complete – Appointed supplier
- CRM mobilisation started – OpenPortal and Civica Connect
- New service plans developed, piloted and rolled out
- Performance and Risk management overhauled
- Power BI piloted
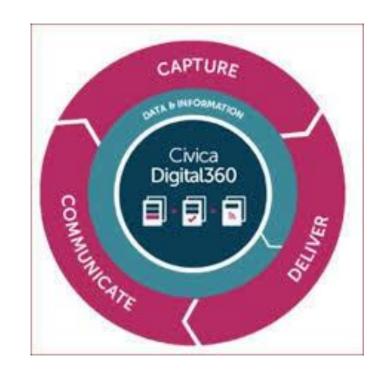- Benchmarking started
- Office 365 fully deployed

CIVICA

Promoting self-service
- ✓ manage council tax
- ✓ manage benefit claims
- ✓ manage business rates

OPENRevenues

Power BI

Office 365

Cloudbooking

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What is next?

- A lot more process mapping
- Service plan implementation
- Service reviews
- CRM OpenPortal Go-Live
- CRM Beta Release
- Office 365 development
- Power BI way ahead
- Engagement
- People projects

'To Be' Vision

(as presented by a US supplier of CRM systems)

Questions?