Digital Employee

Customer journey (user story)	Service Area	2015 Nov	Dec	2016 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2017 Jan	Feb	Mar	Apr
Employee Single Sign on																			
Delivery of Microsft 365 as operating system for the Council	All Staff		K				S												G
Employees sign onto systems using one Unique ID Number	All Staff	K	S				G												
Employees have web -access to information and self-serve functions through their Employee Account	All Staff	K	S				G												
Members have web-access to a Member Area via their Employee Account	Members				K	S	G												
Employees reset passwords via self-serve as the only option	All Staff			K	S	G							B						
Employees have web-access to a secure, shared workspace via their Employee Account	All Staff						K	S					G						
Employee Self-Serve via Employee Account																			
Employees can find the information they need to help them to do their job	All Staff	K		S			G												
Employees find information they need to be employed by the council		K		S			G												
Employees can order stationary using self-serve with the ability to track progress	All Staff				K		S			G			B						
Employees can raise a purchase order using self-serve with the ability to track progress	All staff				K		S			G			B						
Employees can calculate annual leave using self-serve	All staff				K		S			G			B						
Employees can Request Business Support resource using self-serve with the ability to track progress	All staff				K		S			G			B						
Employees can view and print their payslip using self-serve	All Staff				K	S	G						B						
Employees can request and book annual leave using self-serve with the ability to track progress	All Staff				K	S	G												
Employees can report absence via self-serve and complete return to work documentation	All Staff				K	S				G									
Employees can submit expenses using self-serve with the ability to track progress	All Staff				K	S	G												
Employees can update your personal / employee details via self-serve	All Staff				K	S	G												

Deliverable	Audience										
Employees can Track flexi-time and book flexi-leave via self-serve	All Staff			K	S			G			
Managers can manage recruitment process via self-serve with the ability to track progress	Managers			K		S		G			
Managers can manage new starter process via self-serve with the ability to track progress	Managers			K		S		G			
Managers can manage employee exit process	Managers			K		S		G			
Managers can manage grievances process via self-serve with the ability to track progress	Managers			K		S		G			
Managers can manage restructure and redundancy process via self-serve with the ability to track progress	Managers		K			S		G			
Members can submit allowance requests with the ability to track progress	Members			K	S	G					
Members can submit equipment requests with the ability to track progress	Members			K	S	G					
Members can have access to contact lists that have been updated in real-time	Members			K	S	G					
Employees can record Flexi-time easily and Managers can monitor it	All Staff					K	S			G	
Employees with mobile devices can be record their location when lone-working	All Staff					K	S			G	
Internal HR Processes are optimised and digitised									B		
Employee joining information is recorded accurately in HR, Finance and IT recording systems	All Staff	K		S				G			
Employee exit information is recorded accurately in HR, Finance and IT recording systems	Managers	K		S				G			
Managers can request Employee resource reports on a monthly basis	All Staff	K		S				G			
HR have efficient and simple processes to manage pensions	HR		K		S	G					
Finance have efficient and simple processes to pay external consultants	Finance		K		S		G				
New HR regulations and policies are communicated via the Employee Account	All Staff					K	S	G			
Mobile Solutions (Cross Cutting) developed for…											
Port Health implement PHILIS and introduce mobile hardware	Regulatory Services	K	S					G	B		
Social care implement PARIS Total mobile	Social Care			K		S				G	B
Housing implement mobile solutions (TBC)	Housing			K			S			G	B

Task	Area	K	S	G	B
Planning implement Mobile Solution (TBC)	Planning	K	S	G	B

Internal Service Processes are optimised and digitised

Task	Area	K	S	G	B
L&D Training programmes, database and external bookings are managed efficiently and effectively	All Staff	K	S	G	B
Acquisitions and Disposals are managed efficiently	Corporate	K	S	G	B
Asset management planning is managed effectively	Corporate	K	S	G	B
Capital Accounting (Incl. Valuations) are managed efficiently	Corporate	K	S	G	
Commercial Contract Management is effective	Corporate	K	S	G	
Software improvement is managed effectively and efficiently	IT	K	S	G	
Monitoring, review and share strategies (optimised)	Corporate	K	S	G	
External enquiry handling is managed efficiently and effectively	All Staff	K	S	G	
Fleet Management and maintenance is managed efficiently and effectively	Regulatory Services	K	S	G	B
Street Naming and Numbering processes are efficient and effective	Planning	K	S	G	
Information about Transport policy	Transport	K	S	G	
Manage and organise road gritting's (optimised)	Transport/ Highways	K	S	G	B

Provide better information to help Managers Manage

Task	Area	K	S	G	B
Number of people employed by the council	HR/Finance	K	S	G	
Number of FTE roles within the council structure	HR/Finance	K	S	G	
Number of vacancies within the council	HR/Finance	K	S	G	
Number of temps employed by the council	HR/Finance	K	S	G	
Team Overtime Report	HR	K	S	G	
Team Absence and Sickness reports	HR	K	S	G	
Overall Service spend against budget	Finance	K	S	G	

Payments

Task	Area	K	S	G	B
Reduce the cash and cheque payments made to the council	Finance	K	S	G	B

Project	Service							
Reduce the number of local bankings (cash and cheques bagged up and sent to bank by remote venues)	Finance	K	S			G	B	
Redirect card payments away from the Cash Office and Housing Offices	Finance		K	S		G	B	
Reduce direct bank transfer adjustments where possible	Finance	K	S			G		
Reduce payments via the call centre	Finance	K	S			G		
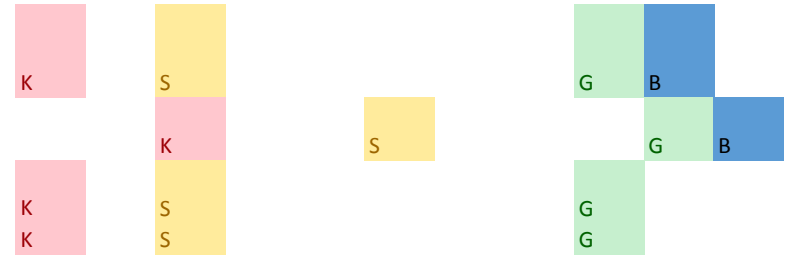
Legend

K	**Kick-off -** Service engagement begins and detailed planning for the future service delivery are mapped. Some effort will also be linked to understanding the current service delivery in order to report on benefits and improvements at a later point in time.
S	**Sign-off** - Both the transformation team and service area agree the benefits of the project (incuding savings to be achieved) and any investment as well as the detailed delivery plans.
G	**Go-Live** - The anticipated go-live date for the technology solution to be in place for the employee and/or customer to use.
B	**Benefits** - The anticipated date at which the benefits from the project will be realised.