



23 August 2017

FREEDOM OF INFORMATION REQUEST – 966/17

Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request:

I would like to do a short peer review of what authorities like yourselves are currently doing in terms of using technology to help drive down costs, and improve public services for the future.

I would be particularly interested in learning about digital solutions (demonstrator projects/accelerator projects etc) and would also be interested in knowing which solutions you have that can be scalable and shared with other authorities and cities.

FOI request

If you could please tailor your response to the following specific questions would be really appreciated.

1. Is your organisation developing/creating Tech solutions (e.g. Demonstrator projects/Accelerator projects) to support future service delivery?

Answer: The definition of 'developing/creating Tech solutions (e.g. Demonstrator projects/Accelerator projects)' is not a precise definition and therefore we are unclear what projects can be considered as in scope.

The following might be considered as "in scope":

- Development of a CRM using Salesforce
- Implementation of fixmystreet

2. Digital Transformation

- Have you started the journey?
- What are your current successes?
- What technologies are working best for you?

Answer: We have launched this year a new website using a new content management system and see this as part of our journey for digital transformation (for the purposes of this response we see this as the delivery of services to the public via electronic means).



We have been successful in certain aspects of the project (working with another local authority on a shared platform, developing brand new content from scratch, providing additional functionality to customers, delivering a responsive design).

We have started to consider the role of Salesforce as an opportunity to provide services to customers – this could be considered a technology.

3. With reference to Innovator/Demonstrator/Accelerator projects or Digital Transformation, is there anything you are struggling with (resources, knowledge, - expertise etc)?

Answer: Internal resource and specialist skills are an issue. Our low volumes can make business cases difficult.

4. Is there any specific piece of work you would like me to champion or use as an example of great practice or development done by your organisation at these events? If so please provide a summary.

Answer: No

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Yours faithfully

FOI Administrator
Corporate Support Team, Rutland County Council