Warwick District Council
Business Case – Self-serve pest treatment requests

Digital services so good that people prefer to use them

WARWICK DISTRICT COUNCIL

www.warwickdc.gov.uk

ICT Steering Group – Pest Treatment Requests

Revision History

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Approvals

This document requires the following approvals:

Title
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Distribution

This document has been distributed to:

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1 Business Problem Analysis

This section seeks to describe the issue to be addressed by the project. It consists of two parts, Business Problem and Business Opportunity. When completing this section is advisable to only complete one section depending on whether you are trying to resolve an existing problem or are looking at a new opportunity. For example, a new income generation scheme would be a business opportunity rather than a business problem.

1.1 Business Problem

Provide a summary of the core business problem, including:

- A generic description of the core issue to hand
- The reasons why the problem exists
- The elements which create it (e.g. human, process, technology)
- The impact it is having on the business (e.g. financial, cultural, operational)
- The timeframes within which it must be resolved.

OR

1.2 Business Opportunity

Outline the business opportunity which has been identified, including:

- A summary of the generic opportunity
- Any supporting evidence to prove that the opportunity is real
- A timeframe within which the opportunity will likely exist
- The positive impact that realisation of the opportunity will have on the business.

Opportunity

- To update the process for receiving and handling pest treatment requests in order to benefit the customer and the back office
- We receive 1300 pest treatment requests per year. Each request currently involves a range of interactions – online, phone and face to face – and this process can be simplified and made quicker using new technologies – specifically Jadu XForms, Total Mobile and Capita's Pay360 SmartPay (Chip and Pin).
- The majority of the existing requests are received via phone. By improving the online process to incorporate validation and automated customer updates we can encourage channel shift.

2 Preferred Solution

This section provides details of the Service Area's preferred solution, its benefits, costs, feasibility, risks and issues.

2.1 Solution [Build a new integrated form and use new mobile technologies]

2.1.1 Description

ICT Services to rebuild the existing online Jadu form and integrate it with the existing back office system – Civica APP.

The enhanced form will only allow valid requests to reach the back office e.g. ensuring the property is in the district.

The request will automatically populate the Civica APP back office system. This in turn will generate a job in Total Mobile allowing the officer to schedule, carry out and complete the task remotely. Payments will be made using a Chip and Pin device once available.

The customer will be informed of progress by email throughout the process.

The customer facing form will adopt the website's new responsive design and will use the features outlined in our forms design guide.

2.1.2 Benefits, Goals and Measurement Criteria

Describe the tangible and intangible benefits to the Service Area upon implementation of the solution. One of the obvious benefits described will be that the business problem / opportunity outlined above will be addressed.

NB: The benefits listed below are examples only and the boxes should be modified to describe the project's actual benefits. All quantifiable benefits listed must be supported by current performance figures.

Complete the following table:

Category	Benefit	Value
Financial	• Reduction in costs • Encourage channel shift	• No printing required. Currently all 1300 Requests for Service printed. • By improving the online service we encourage usage of the web over the phone. Currently around 33% of requests are made online. • Saved fuel and vehicle costs due to removal of need to travel back to office and better scheduling of jobs • Long term - saved space cost as no need for desk space for officers (Space will still be needed for stock of chemicals in building)
Operational	• Save staff time in the back office	• 1300 request per year are currently manually rekeyed into the back office system (approx. 3 mins per request). • Officers must return to office to receive jobs from Civica APP and to update each individual case once in progress or complete. Travel time could be reduced significantly. With 2 officers, approx 30 mins travel time each saved per day • No need to scan documents signed by customers. • Online form validation ensures that all of the information needed from customer is gathered. No need to clarify with customer by phone.

		• Easier referrals to either approved suppliers or another WDC dept e.g. Housing, should there need to be additional services like drainage works for WDC Housing properties
Customer	• Improved customer satisfaction • Improved usability, access to information and mobile access	• Provide assurance for customers with automated progress updates. • Prevent the need for follow up calls to check progress • Able to pay by credit/debit card. • Improve access to info for the 55% of visits to the website that are on mobile devices
Staff	• Increased staff satisfaction	• Save travel time • Save scanning time • No need to handle cash • Save time manually rekeying information

NB: The benefits listed above are examples only and the boxes should be modified to describe the projects actual benefits. All quantifiable benefits listed must be supported by current performance figures.

2.1.3 Digital Benefits

Description	Value
How many citizens will the project benefit? *For example, does the project only benefit council tenants, people with parking permits or users of one of our facilities? Where theoretically a service could be used by anyone in the district, actual usage figures should be used.*	Anyone in the district wishing to report a pest problem by phone or online.
How many transactions does the business process deal with? *For example, a particular business process may have 5,000 customers annually, but as they are required to contact the service quarterly, they therefore generate 20,000 transactions annually.*	1300 per year
What is the average current duration of the process from service request to completion?	3 minutes to enter a request. Treatment time varies depending on the case

2.1.4 Costs and Funding Plan

Capital Costs	Amount
• Initial software purchase • Data gathering • Temporary additional resources	N/A (we already own the TotalMobile platform) Mobile devices cost about £300 each
Total	**0.00**
Revenue Costs	**Amount**

• TotalMobile Software license costs x 2 users • TotalMobile Support costs x 2 user licenses • Mobile device and data contract x 2 users	£750 per licensed user (one off cost) £150 per license per year (20% of license price) (Devices cost £295.21 each)when connected to O2's 3g network with 3Gb data for £9.00 per month on a 24 month contract.
Total	**£1045.21 per user one off cost** **£258 per user annually**

For both the capital and revenue amounts identified above, please indicate how the funding will be made available.

Funding Source	Amount	Notes

2.1.5 Risks

Summarise the most apparent risks associated with the adoption of this solution.

Description	Likelihood (1 – 5)	Impact (1 – 5)	Mitigating Actions
The process isn't an improvement on the existing one	2	3	1. Clarity of specification 2. Staff training 3. Testing
Technology fails in the field	2	3	Possible to write an APP report to pull out all the Pest Control cases / future scheduled action records. This obviously wouldn't work if APP itself was down though - but that is the case now. TM works fine offline and resyncs with APP whenever there's a data connection.
Staff in the field prefer existing process	3	3	1. Training 2. Highlight time and travel savings

To complete this section thoroughly, it may be necessary to undertake a formal Risk Assessment. To reduce the likelihood and impact of each risk occurring, clear 'mitigating actions' should be defined.

2.1.6 Issues

Summarise the highest priority issues associated with the adoption of this solution

No.	Issue - Description
1	Integration of multiple technologies which may become available at different times – so this may require a phased approach

2.1.7 Assumptions

List the major assumptions associated with the adoption of this option.

No.	Assumption - Description
1	We adhere to the design principles of the Digital Strategy
2	This may be a staged change i.e. the Jadu Form integration would be first. Integration with Total Mobile might be later. Adoption of Chip and Pin may come later still.

3 Implementation Approach

This section not only requires the service area to understand its business objectives, but to clearly understand the scope of the activity. In doing so, consideration should be given to the 'digital design principles'. Special consideration should be given to whether all the customer transactions for a specific process should be in scope. For example, if a process deals with 10,000 transactions annually, of which 8,000 are identified as easy to deal with, then perhaps this is sufficient for the scope of the project.

3.1 Outline Project Scope

Current process

1. Customer submits request online or via phone
2. Officers manually enter request into Civica APP
3. Officer prints off RFS
4. Officer phones customer to make appointment. Records appointment in paper diary or in Outlook and schedules work based on location. The 2 pest treatment officers split the work by postcode.
5. Officer visits
    a. Assesses pest type
    b. Agrees cost
    c. Treats pest or makes 2nd appointment
    d. Gets customer signature
    e. Officer takes payment in cash
6. Officer closes case and manually scans documents in Civica APP back in the office

7. Officer drops off cash

Proposed process

1. Customer submits online form which checks postcode and collects required info
2. The form automatically raises a case in Civica APP
3. This generates a job in Total Mobile (allocating work by postcode so the 2 officers receive the right jobs. This can also be reallocated via Civica APP if a pest treatment officer is off sick etc)
4. Officer makes appointment with the customer by phone
5. Officer fills in a form on Total Mobile and this updates the case in Civica APP with the appointment details
6. Customer receives email confirmation of appointment
7. Batch process runs in Civica and the officer receives a daily list of jobs on Total Mobile
8. Officer conducts site visit and treats pest or arranges 2nd visit
9. Officer updates the case status on Total Mobile, capturing necessary documentation and signature on the device i.e. case closed/other visit required etc (**NB:** Further consideration needed i.e. Referrals to other depts or contractors)
10. Payment made in cash or by Chip and Pin once available
11. All details in Total Mobile are automatically uploaded to the relevant Civica APP case
12. Customer receives email with new appointment/case closed/payment receipt

3.2 Service Area Resources

Please use this section to describe how the service area is going to produce the necessary capacity to deliver the project. Specific consideration should be given to:

- Contact for IT during development: Jayne Bailey/Kathleen Rose (back office) and Michael Branson (public facing)
- Will conduct testing once built: Jayne Bailey/Kathleen Rose (back office) Michael Branson (public facing)
- Will send feedback to IT: Jayne Bailey/Kathleen Rose (back office) Michael Branson (public facing)
- Will re-test: Jayne Bailey/Kathleen Rose (back office) Michael Branson (public facing)
- Final sign off: Jayne Bailey/Kathleen Rose (back office) Michael Branson (public facing)

3.3 ICT Services Resources

This section should be used to describe the resource to be provided by ICT Services. To do so, the service area sponsor will need to meet with the ICT Services Applications Support Manager to agree the project scope and likely method of approach.

- Apps Support Analyst (s)
- Possibly Business Analyst