



**Local
Government
Services**

DATAKOM

For years local government organisations in New Zealand have turned to Datacom for their software and infrastructure needs.

Why do they choose us?

They choose us because of our relevant track record and key relationships, and our knowledge and understanding of local government drivers and needs – which enables us to add significant value.

Councils have unique opportunities to collaborate with each other and share their knowledge for the benefit of their communities. One of our key objectives is to promote and facilitate this sharing, and we do this alongside individual councils or projects encompassing several local authorities. In recent years Datacom has won major awards for our work in local government.

Our services include:

- Consultancy Services
- Business Analysis
- Project and Programme Management
- Development Services
- Payroll Services
- Quality Assurance/ Testing
- Business Process Reengineering
- GIS Consulting

Here's just one of our innovative solutions...

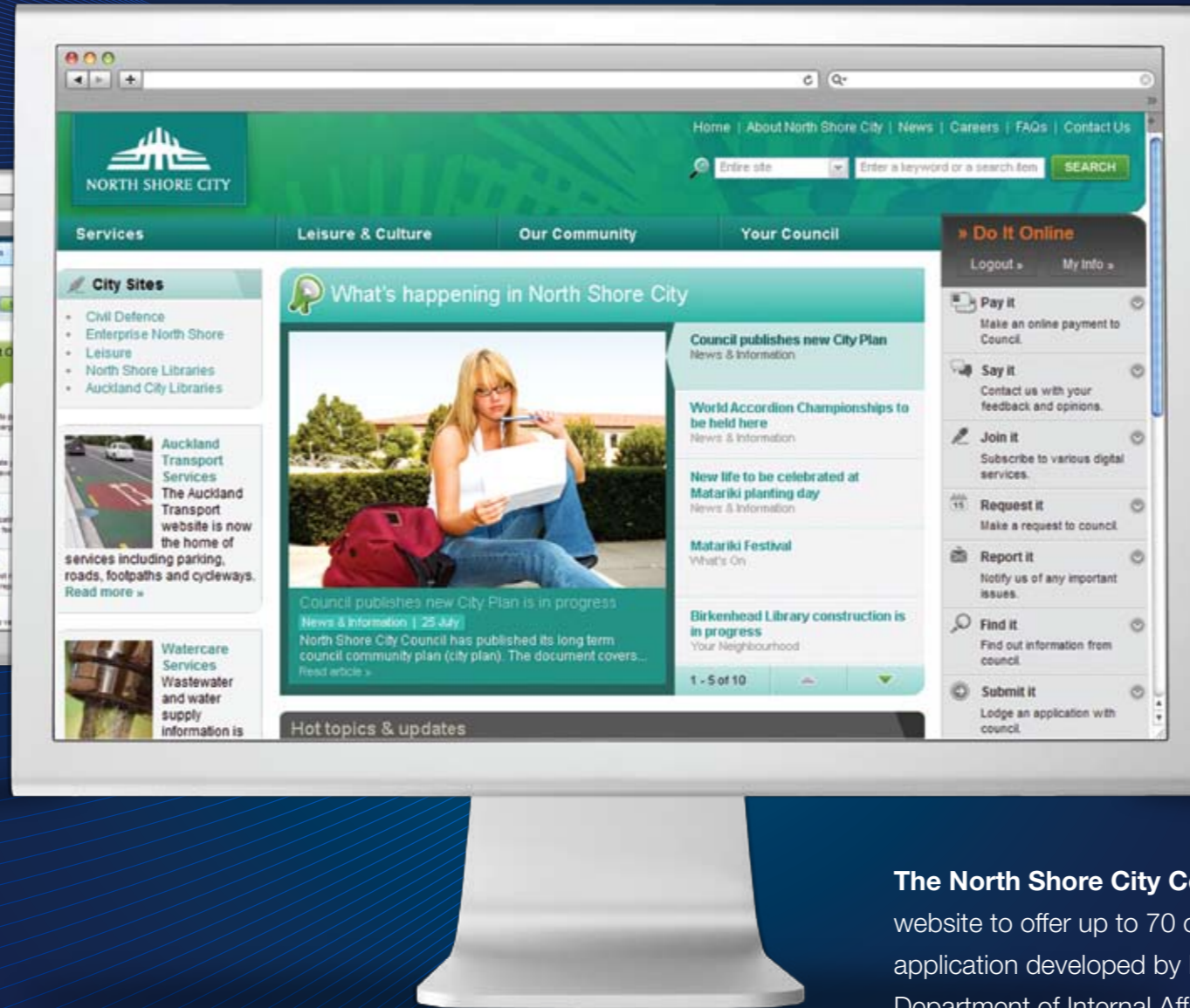
Citizen Services Platform (CSP)

Digital channels, and in particular the Internet, have been identified as the dominant channel councils would increasingly use to engage their customers. The formulation of a strategic vision and the development of a solution using a web-enabled Microsoft Citizen Services Platform allows citizens and other customers access to a range of information and services. It enables them to transact with council electronically at a time and place of their choosing without having the need to visit a council office.

In addition, councils are able to reduce costs and better serve residents through streamlined processes and more efficient use of staff time.

As Datacom's Local Government Services team already have a number of successful CSP implementations under its belt, we offer customers a unique set of cost savings through reusable IP. Because we've done this before, we can save our customers from having to reinvent the wheel.

Datacom has, ready to go, a significant number of customisable and rapidly configurable offerings (such as web portals, intranet, knowledge base, extranet, e-services), **features** (such as web parts, content templates, page layouts and workflows), **as well as reusable architecture developed in accordance with Microsoft recommended best practice.**



The North Shore City Council's website was the first local government website to offer up to 70 online services including the Online Consenting application developed by Datacom and the council. The website integrates with Department of Internal Affairs' iGovt Logon Service for user authentication.

...and here's another



Online Consenting Solution (OCS)

Datacom worked with North Shore City Council to take the entire consent application system online (Download Specifications, Submit Applications, Capture all Communications, Book and Schedule Inspections), creating a paperless system that saved ratepayer money, provided a more consistent customer experience, reduced errors and increased internal efficiency.

The OCS solution was developed by Datacom using the latest Microsoft technologies and delivered through the Microsoft Citizen Services Platform, a combination of technology and domain expertise specifically developed for local government. It considerably speeds up the processing of building consent applications for homeowners, builders and property developers, while cutting costs for both council and customer.



The Online Consenting Solution which lies within the Citizen Services Platform was the first of its kind in New Zealand.

From the user's point of view, OCS enables them to fill out their consent application easily, using a simple web based interface. OCS provides a library of specifications that the user can select and associate with their application. They can also attach building plans and any other documents. When they're ready to lodge their application, they're able to pay online and submit it.

The lodgement of the application and any correspondence with the homeowner is electronically processed. The Building Consenting Authorities (BCA) is then able to interact with their existing business processes (digital or manual). If the final documents are electronically stamped and signed, the consent is then made available for the customer, online in OCS.

“In the last two years the Local Government Services division of Datacom has played an important role in assisting us in achieving our vision of transforming our business from a systems-centric approach to a citizen-centric approach. The North Shore City Council’s revolutionary and award winning Online Consenting Solution for the electronic processing of building consents and the award winning Citizen Services Platform for our web channel are examples of solutions developed by Datacom’s Local Government Services.”

Tehmus Mistry, Services Development Manager,
Customer and Information Services, North Shore City Council



OCS has been widely acknowledged on a national level for displaying significant technological advances with positive, important effects on the construction industry to improve quality and reduce costs. Users have also commented that the solution is “convenient, efficient and user-friendly”. OCS has been built as a modular solution with an upcoming release focussing on the booking and scheduling of inspections, reducing the reliance on manual bookings.



The inspections module enables inspectors to use text, photos and video on Windows mobile devices or smartphones to complete inspection checklists and file reports.

OCS provides a safe and secure platform and complies with e-Govt authentication standards. The authentication of the users can be handled via the Department of Internal Affairs iGovt Logon Service or a custom OCS authentication provider.

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Awards:

Computerworld Excellence
in use of ICT in Govt Award 2010

TUANZ 2010

TUANZ Local and Central
Government Services Award

ALGIM 2010

Best Feature Website (OCS)

Best Feature Website (OCS)
People's Choice

Best Redeveloped Website

Best Redeveloped Website
People's Choice

ALGIM 2009

Excellence in Innovation Award (OCS)

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