

## **Strand B Paper 2/2007**

### **WIDER E-GOVERNMENT ISSUES**

#### **1 Common ICT Infrastructure**

##### **1.1 Network Infrastructure**

Meeting with NIRAN (NI Regional Area Networking, high-speed network infrastructure which underlies the further education sector across the UK) on 10 October 2007 to start exploration of potential application for Local Government (meeting in conjunction with IT Officers group).

##### **1.2 Microsoft Enterprise Agreement**

Confirmed that current Microsoft agreements (negotiated through the Office of Government Commerce (OGC) on a national basis) are the best that can be achieved. They are available currently to all Local Councils through local resellers (BSS and BT). North Down to pilot exploration of best practice applications with Microsoft.

##### **1.3 Local Authority Customer Relationship Management (LA CRM)**

Exploring potential to secure low-cost CRM facilities for all of NI Local Government, using the LA CRM system, which enables major improvement in handling and recording interaction with citizens/customers. Low-cost deal secured with Belfast City Council. System currently used in Antrim who are hosting a customer service and CRM event arranged for 30 November 2007 in Antrim.

#### **2 Procurement**

Lorcan O'Kane and Damien Dean of Local Gov Reform are conducting an initial review of current procurement arrangements and systems used in Local Government looking at the potential for a more common approach to purchasing to maximise Local Government buying power and savings. Savings of 20-30% are generally recognized as possible in this area. Meeting with ALGFO members from Belfast, Derry, Omagh and Newry and Mourne initially. Common themes beginning to emerge, including consideration of Centre of Excellence possibilities.

Lorcan O’Kane and Damien Dean also looking at e-procurement (as used by Newry and Mourne, and about to be used by other councils) with a view to potential wider applications. Discussions with supplier, First Derivatives, underway.

### **3 EU/ERNACT**

Discussing potential for Interreg funding applications and other applications through ERNACT. Discussions ongoing on the potential for a major project (and resourcing) on multi-channel service delivery.

**Local Government Reform Division**

**9 October 2007**