



The Registration service has been through many changes in recent years and 2007 has seen some key developments both internally and in the services provided to citizens. Throughout this time Zipporah has been working hard to deliver new functionality in our Registrars module that will help deal with the challenges ahead.

In this issue of our newsletter we will be discussing new modules to deliver more services, increased and improved reports to help with the new governance changes and new support plans to make your relationship with Zipporah as smooth as possible.

## New Plans for Support

As part of Zipporah's continuing commitment to its clients we have expanded our team and created some new systems so we provide the best support possible.

We've brought in additional staff to help manage projects so we can make sure that your account managers have more time to dedicate to your requirements and to keep you up to date with the latest product developments.

We have also revamped our support service to include a direct log in for clients to report issues and raise change requests. This will be put in place alongside email and telephone contact channels. Clients will be able to track the progress of their queries and where relevant they will see to whom it has been assigned in the Zipporah team.

Finally Zipporah is also developing its website to include a "Frequently Asked Questions" section to make sure that information is available quickly and simply. We also plan to introduce a discussion forum, which will be open to all clients to discuss anything they wish via a central hub. We hope that this will facilitate ongoing discussion between clients about the product and its functionality.



## New Functionality

Whilst we have made several improvements throughout the year to the speed of our calendars and the way they show information, one of our key improvements has been in our reporting functionality. We have combined additional filters and information from our existing reporting suite with some newly created reports to deliver even more statistics eg appointments that exceed legislative targets, time from booking to actual appointments and some additional functionality built into our satisfaction questionnaires that identifies how long a person may have waited for an appointment. These reports will be discussed in full at the forthcoming user group sessions to be held in January and the roll out of any new improvements will be undertaken after that.

Our intention is to deliver as much as possible to satisfy our clients needs and we hope that our forthcoming user groups will bring even more ideas.



# Ceremony Planner

One of Zipporah's remits has always been to develop solutions that enable the delivery of key services within a Register Office. Having worked extensively with Registrars it is clear that one of the most complex, and most important areas of work is the management of ceremonies, from marriage through to renewal of vows.

At the end of 2006 we started to develop our most basic level Ceremony Planner module that was adopted by several authorities including Dudley Metropolitan Borough Council, Kent County Council, Gloucestershire County Council, Cambridgeshire County Council, Oxfordshire County Council and Lincolnshire County Council. Since that first basic level solution we have developed many additional features and functions to meet a wide variety of requirements and levels of service - in fact just about everything that's needed for managing a ceremony, big or small! So we're re-launching it and making it available to all Registrars.

The biggest installation of the Ceremony Planner to date has been at Kent County Council where the system has been expanded to include full management of the approved premises process (from initial contact through to the issue of the licence) and inclusion of an interactive places of worship module that calculates quarterly copies and allows management of all places of worship.

The Ceremony Planner includes several methods of staff allocation ranging from staffing individual ceremonies

through to the allocation of staff to specific teams as well as booking ceremonies where multiple calendars are checked and booked. Some authorities have even used combinations of these to meet their requirements.

As well as the features mentioned above the system provides key functionality including a letter generator that allows the system to interface directly with any existing Word documents that have already been created for letter, licence and other documents. This is in addition to the ability to output Excel documents for alternate mail merge capacity. We have also included a wide range of reports including financial reporting, trend reviews, marketing and reports on the uptake of the ceremony service (helping users to view their service against others if required) together with reports to detail ceremonies booked without notice being undertaken, ceremony choices being made and a range of other requirements.

The system ensures that notices are taken and provides additional management functionality with task creation allowing users to put reminders in the system for alerts at relevant times

All in all we could fill a whole newsletter with the functionality of the Ceremony Planner but there is more information available by contacting us on 029 2064 7048 or emailing Gemma Hooper at [gemmahooper@zipporah.co.uk](mailto:gemmahooper@zipporah.co.uk) for a product information sheet or to arrange a demonstration. We look forward to the systems going live in the New Year and to being able to show people what it is truly capable of delivering.

## Latest Installations

We can't include all the details of Zipporah's new installations since our last newsletter but here are a couple of examples.

Gloucestershire County Council installed the Registrars solution including integration to online address software to make their data capture easier and more accurate. As a result all birth, death and re-registration appointments are now being processed through the system. They have now also invested in Ceremony Planner so they can combine their notice and ceremony bookings processes via a single portal.

As Zipporah begins its march North we are due to complete implementation of our system for Manchester City Registration Service in the New Year following successful testing of online citizenship ceremonies booking.

In London, Lewisham joined us in May 2007 and went live at the end of June for the Registration service. Despite the short timescales and the demands on the Registration service during this time they worked closely with Zipporah to successfully develop the system. As a close relationship developed between the two teams, new ideas for possible future improvements to the module were generated which will be put to user groups in January.

## Stop Press

User groups will resume in the New Year with a London and the South East group in Wandsworth on January 7th. The second group for the North and West will be held in Oxford on 21st January 2008.

The next newsletter will be released with details of the user group outcomes.