



# ZIP.NEWS

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ZIPPORAH NEWSLETTER FOR LOCAL AUTHORITIES

April 2008

In our previous newsletter we discussed the delivery of efficiencies and transactional savings through the use of our online services. One of the key aspects of delivering efficiency via web enabled systems is the capacity to expand the usage of such systems to a wider audience. This enables delivery of shared services either within your authority or to open your services to trusted third parties for multi-agency working.

The advantages of shared services are cashable benefits in relation to time and money saved from allowing users direct access to your services. Non-cashable benefits arise from reducing manual intervention such as removing the need to re-key data which reduces errors and streamlines process.

In the current working environment most systems are web enabled but it is always important to look at just what this means. There are various degrees of web enablement and the success in using such technology to allow wider access and shared services is very much dependent on this. It is not enough to simply take the existing process and run it as a website as this will be open to errors. Instead processes need to be reviewed and the system must be made as simple and intuitive as possible to ensure that it can be used easily by anyone.

When working to deliver shared services, partnership is key. Whether it is partnership between organisations to ensure that the process is suitable for all your needs or whether it is the partnership with your suppliers to ensure that you get a delivery that meets your requirements.

## Devon County Council extends courses functionality for the authority.

Devon County Council has previously worked with Zipporah to deliver a system for the Registration Service and for a number of specific booking elements around domestic violence and driver improvement courses. However in late February 2008 the authority approached Zipporah to extend these specific elements so that they could create a full course booking system which would be used throughout the authority for all types of courses. A delivery date of 25th March was critical to enable full security and other testing to take place before go-live.

The system needed to include the capacity for generic creation of courses and their details and to be scalable enough for further phases of development to the base working model. The courses the authority wanted to add were multi-agency courses so they would also need the facility for organisations to be created. These organisations would review the courses that users had booked onto allowing them quick direct access to their management information. All courses would also need to be authorised by a relevant person as part of the booking process. The system has a full authorisation workflow built in to streamline this function.

Despite the tight timescales Zipporah and Devon County Council worked closely together at all stages reviewing requirements, planning availability of resource on both sides and developing a plan of delivery which would provide all of the key elements and make the system suitably extensible to provide even more functionality in future. The system was delivered on time and training took place as planned on the 25th March.



# Zipporah win contracts to deliver e-bookings in Leeds City Council

Zipporah has recently succeeded in winning a contract to supply Leeds City Council with a Registration and Ceremony Planner system for bookings and service management.

Leeds City alone has more than 750,000 people living within the city boundaries and the registration district covers a considerably larger region.

To win the contract Zipporah was required to undertake a full tender process including a considerable technical evaluation which the authority undertook to ensure that Zipporah would fit within their architectural and technological plans for the future.

Since the contract has been awarded Zipporah has been working closely with Leeds City Council to introduce the first phase of the project which they have needed to introduce quickly and with minimum disruption. This close working relationship has worked well with the first phase going live as planned at the end of April.



## Zipporah sharing knowledge for shared services at FOSS

As a provider of web based solutions which can be used in multi-agency collaboration Zipporah felt it would be the perfect opportunity to take part in the Front Office Shared Services conference being run by the IDeA on May 7th and 8th.

We will be available on stand 9 throughout the conference to talk to people about examples of shared services, benefits of sharing services and business cases for shared service implementations.

# Zipporah New website launch

Spring has sprung and Zipporah has undertaken a revamp of its image to recognise the changing face of the business since we began 5 years ago. The new site includes more information on products, more examples of our work and a secure area is being introduced for clients to share information and contact Zipporah online.

The new website will be available from May 6th and we strongly recommend a visit to see just how much Zipporah can help you achieve.

[www.zipporah.co.uk](http://www.zipporah.co.uk)

