

Delivering ICT Services The Highland Council

**Presented by:
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The Partnership

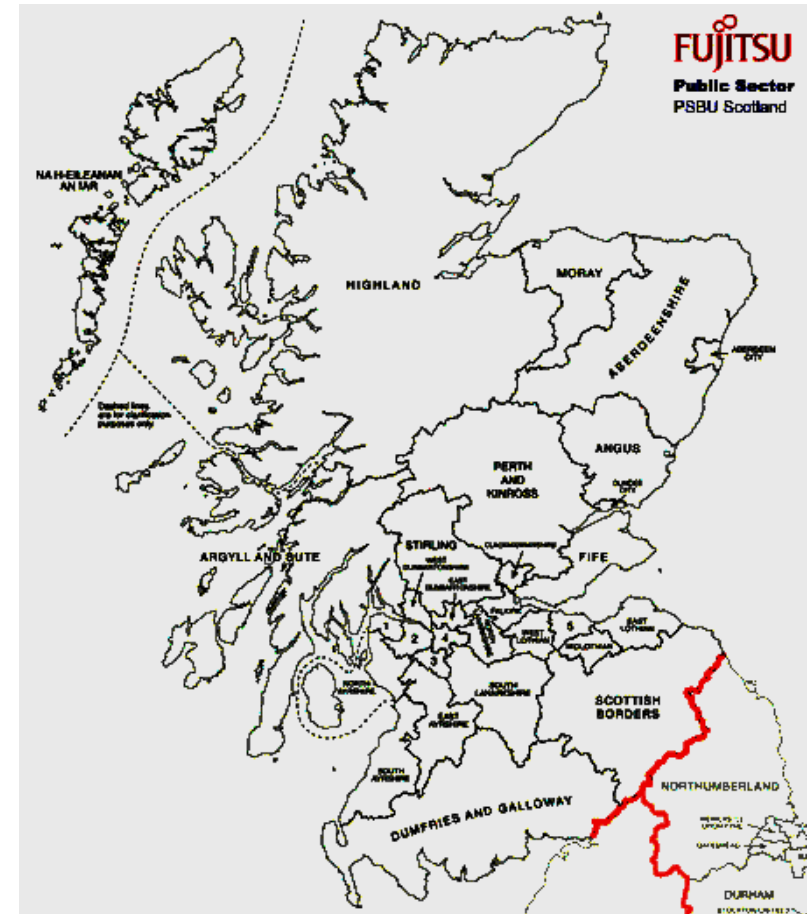
- Fujitsu and The Highland Council 1998 - 2008
- 10 year delivery of all ICT Services – 70M euro
- Transfer of Council employees to Fujitsu

Key Principles:

- The provision of a managed service
- The technology risk is transferred to Fujitsu



- 16,000 sq km (Belgium/Bélgica)
- 210,000 citizens
- All local authority services - 1996
 - Education
 - Transport
 - Housing
 - Social Work
- 11,500 employees
- Annual Budget 612M euro

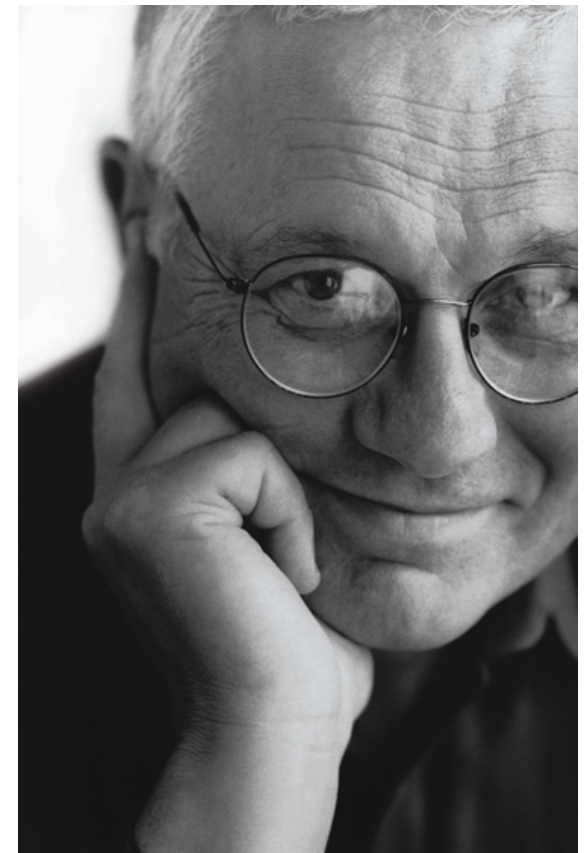


- **3rd largest IT Services Company in the world**
- **Leading supplier to UK Government - 40 Years Experience**
- **Transformation Partner**
 - **Help Government to interact with citizens**
 - **Tackle issues such as Social Inclusion and Economic Regeneration**
 - **Trade and transact electronically with partners, suppliers and citizens**
 - **Put in place the infrastructure, tools and specialist applications**



Early Challenges

- **Inconsistent approach to service delivery**
- **Provide common business systems**
- **No shared communications network**
- **Highland wide network – 500 locations**
- **Low use of technology**
- **2,000 ICT users now 4,500**
- **Very low mobility of employees**
- **1,000 mobile users**



- **ICT enabled change to service delivery**

- **Service Point Network**
- **Telephone Service Centre**
- **Single Point of Contact**
- **Resolve 80% of queries at first contact**

- **Technology Platform**

- **Citizen Account /Address Database**
- **Internal Knowledge Base and Workflow**
- **Enhanced Broadband and Mobile Network**
- **Jointly Funded common ICT Infrastructure**



- **Building capacity into public investment to support communities**

- **Narrow the digital divide between communities**

- **Create a sustainable digital economy**

- **Stimulate investment**

- **Develop joint projects with key partners**

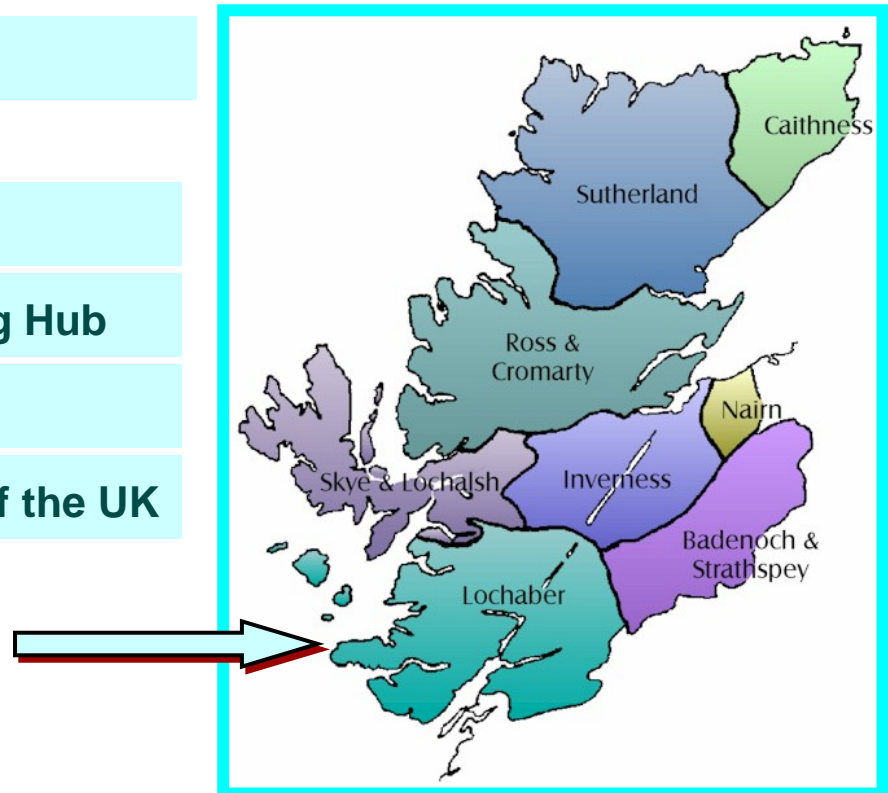
- **Share the existing infrastructure**

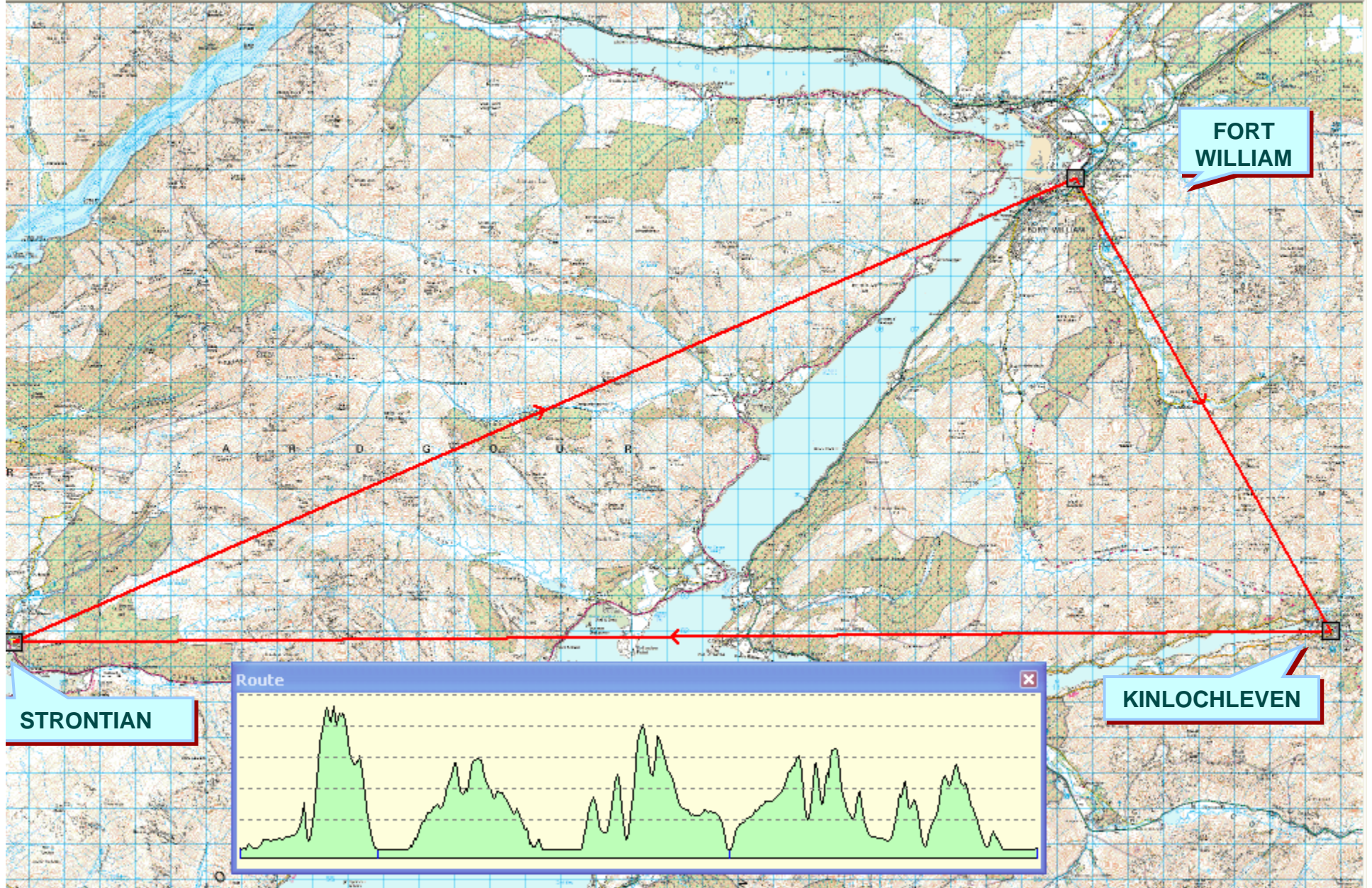
- **Add new infrastructure at reduced cost**



- **Lochaber area of the Highlands**

- **Diverse set of Communities**
- **New Schools – Community Learning Hub**
- **Existing Infrastructure**
- **Tourism Centre – Outdoor Capital of the UK**



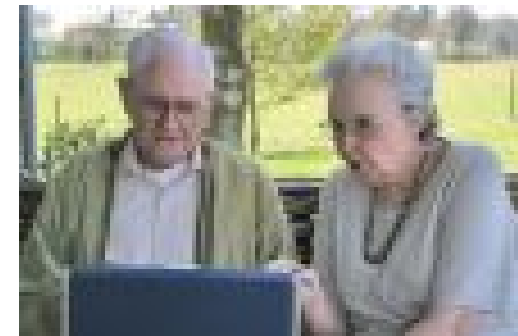


"Route": Total distance 84.1 km

Cursor: NM 87307 79556 (WGS84) GPS: Communication timeout

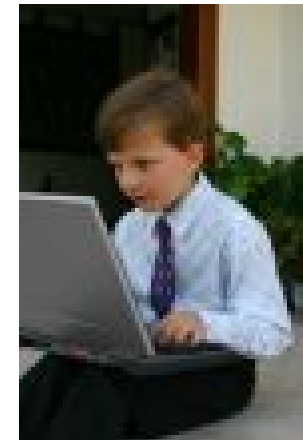
• Benefits to Community

- Care of the Elderly/ Local Health Services
- Access to learning and training
- Improved links to Public Services
- Community Development



• Benefits to Business

- Home and Flexible Working
- electronic procurement and trading
- Facilities for Tourism Providers
- Security and Video Conferencing



Questions ?

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