



LGITSA

2018 Awards

Recognising and rewarding excellence in
Information Technology and Information
Management across Local Government Councils.

FINALIST NOMINATIONS

Introduction

The Local Government Information Technology South Australia (LGITSA) Awards have been introduced in an effort to promote and reward excellence in Information Technology (IT) and Information Management (IM) across the Local Government sector in South Australia.

Through this recognition it is envisaged that the overall perceived professionalism of the sector will improve, resulting in increased pride by all Local Government participants whose valuable contribution to IT and IM often goes unnoticed.

The awards, and the associated stories underpinning them, will also be used as a promotional opportunity to the wider South Australian, and potentially Australian, technology, government and corporate sectors.

A Note From the President

The LGITSA Awards have proven to be a great way to promote and reward excellence in Information Management and Information Technology across Local Government in South Australia.

This year our Board has refined the program to include awards that recognise where value is added for our communities, innovation and young achievers. We have also replaced the Metro/Rural split with weighting based on the size of the Council.

Community Transformation Initiative

This award specifically recognises the implementation of an initiative to achieve outstanding benefits for a community. Nominations should demonstrate how a technology and/or information innovation expressly improved community services and delivered value to members of the community.



City of Burnside Urban Forest Interactive

Urban Forest Interactive is a state of the art website built by the City of Burnside enabling members of the community to interact with those trees that form the Urban Forest. The site can be accessed online <http://trees.burnside.sa.gov.au/>.

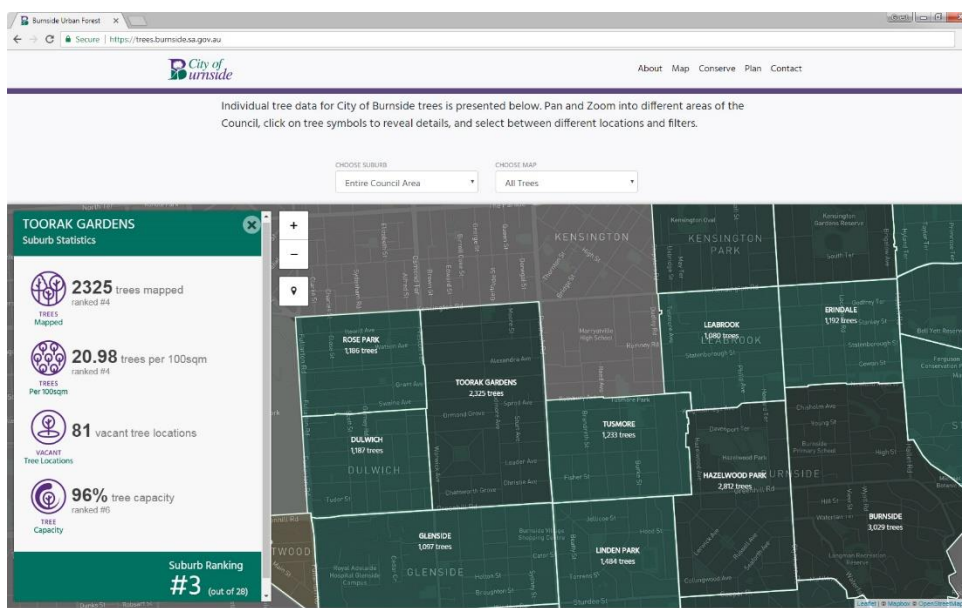
The urban forest provides a range of community benefits including removal of pollutants, producing oxygen, storing carbon and flood mitigation. However between 2010 and 2015 Canopy Cover within the City of Burnside declined by 10%; a pattern shared by many Local Councils. To address this decline community education and participation in Urban Forestry management was identified as a key priority.

Urban Forest Interactive utilises existing data of Councils 37,000 trees and communicates the benefits trees provide and challenges faced in maintaining the urban forest.

Some of the key features of Urban Forest Interactive include:

- Allowing users to Locate and learn about trees around them.
- Communicating environmental benefits provided by individual trees such volume or carbon stored, oxygen produced or air pollutants removed.
- Comparing regional performance in canopy cover management.
- Identify and communicate future tree planting locations.
- Displaying species distribution patterns across the city.
- Learning about those threats and challenges facing Urban Forestry management.

The project was initiated by the City of Burnside Operation Service team in partnership with Councils Innovation and Technology Department and sets a new benchmark in Urban Forestry management in Australia.



City of Charles Sturt

Customer-Centric Experience (CCX) Project

The City of Charles Sturt has implemented an integrated Customer Experience solution, which captures customer request details for those generating work orders and keeps the customer informed of progress throughout the request's life cycle. Notifications use the customer's preferred method of contact, such as telephone, email or mobile phone for SMS.

We have seen significant community benefit from the first phase of the project (service requests generating work orders) and users of the system are also very positive.

Phase 2 of the project (notifications for remaining service requests - those that don't generate work orders) will be completed in September 2018.

Visibility of the progress of requests and transparency of our service levels has increased and the completion of requests across the City has improved.



City of Port Adelaide Enfield

Your Rates at Work

This nomination is for the Community Transformation Initiative. Specifically an initiative which has achieved outstanding benefits for the Port Adelaide Enfield community.

In Dec 2017, Council decided to provide ratepayers with a breakdown of how their rates are spent across the year. Team members from the City of Port Adelaide Enfield's Information Technology, Finance, Governance and Communications sections worked together to deliver an online 'rates calculator'. The rates calculator is all about our community – giving them information (that is tailored to them) about where their rates go to make our community great.

The information shows how many dollars of a person's rate money goes into helping business, focussing on community wellbeing, creating and maintaining roads and parks and footpaths, making great places and the many other services we provide. Publicly called "your rates at work", the rates calculator can be viewed by following this link; <http://online.portenf.sa.gov.au/cityplan/rates-at-work>.



City of West Torrens

Omnichannel Customer Engagement

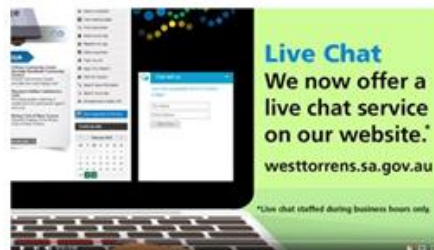
In 2016/2017 our Council completed phase 1 of an upgrade to our telephony and contact centre solutions. This nomination relates to the "phase2" project we commenced and completed in 2017/2018 to embrace omnichannel customer service.

Over the past 12 months the City of West Torrens Service Centre has transformed how we do customer service by offering new channels of contact for our customers and integrating the channels into our queue management.

Customers can now choose to contact us via phone, web chat, SMS, email, social media or face to face and are engaging with a customer service officer for a consistent and seamless experience. We are now considered leading edge within Local Government in South Australia in this area. By utilising the Customer Service Officer's to respond to Facebook, Twitter and Instagram enquiries we have significantly improved the responsiveness within the social media realm.

This project involved an effective change management and communication plan as well as a strong collaboration across departments to introduce a human-centred approach for developing a multi-channel customer experience. As part of our implementation project we were able to influence the design of the workforce management software to incorporate multi-channel workforce forecasting.

The Council's customer service quality and consistency has improved through the implementation of a quality and coaching program across all contact channels and we have commenced measuring customer satisfaction to drive our continuous improvement.



Omnichannel Community Engagement



Information Management Excellence

This award recognises excellence in the delivery of information management services as evidenced by way of service optimisation, a particular project initiative, innovation in management and leadership practices or demonstrated practicality and resourcefulness.



City of Holdfast Bay Leveraging Core Systems in the Cloud

In 2016 the City of Holdfast Bay mandated a strategic initiative to change the way information management services are delivered and consumed. This required a shift in thinking from the Council delivering the services to the Council accessing services from the cloud. This change has allowed us to focus on the consumption of services, support for users and integration with our service partner. It became apparent that our limited resources were far more valuable deployed to service the business needs rather than maintaining an ageing data centre, equipment and software.

There were significant advantages and benefits identified in transitioning our technology portfolio to the cloud. The cloud provider uses the very best of technology in a secure, scalable, supported and highly accessible way.

Reaching the cloud became the start of our exciting journey and is measured in how we have developed in the last year. With Council's shift in focus the last 12 months have seen a number of business objectives and benefits realised. These include; delivery of new financial products, self service in human resources and payroll, business intelligence and dashboard reporting and development of a corporate performance framework.

As the first Council in South Australia to transfer their core business systems to the cloud we are a leader in information management delivery.

With T1's Anywhere concept we already benefit from users system interaction anytime, anywhere and through a variety of devices. As T1 evolve their product sets and integrations we gain more and more business capability and value through these exciting concepts.



Innovation Initiative

This award specifically recognises an innovative initiative to achieve outstanding benefits for your Council. Nominations should demonstrate how a technology or information innovation has resulted in change and delivered value.



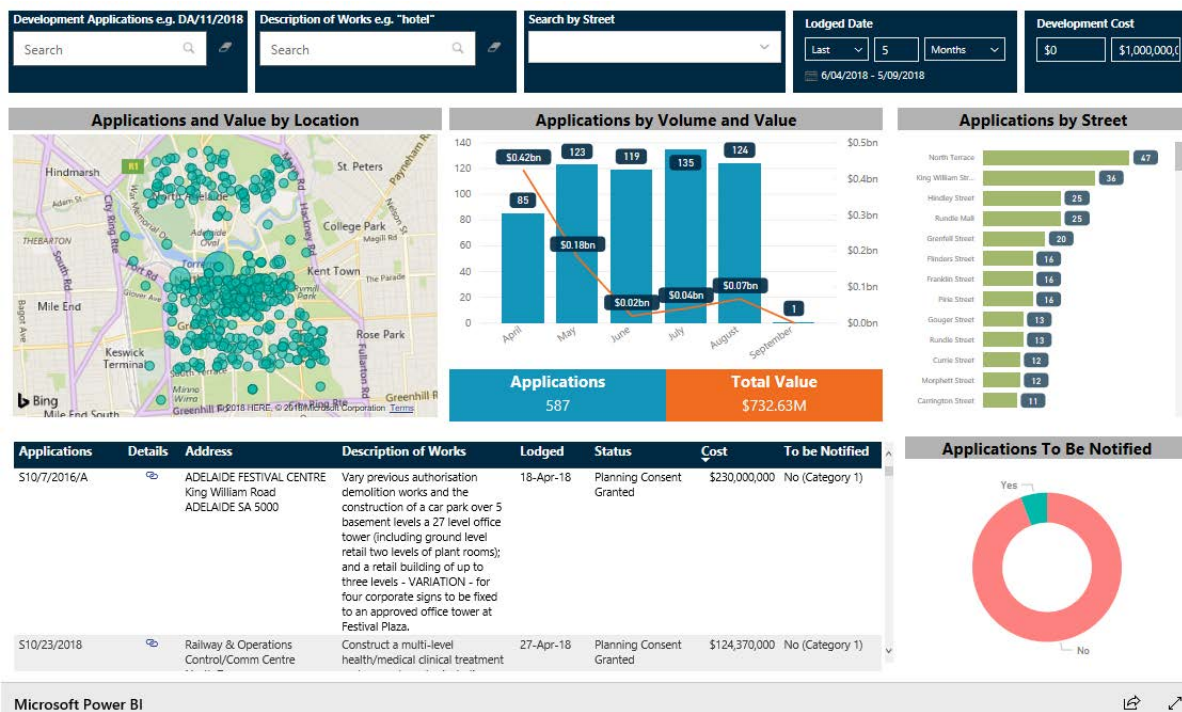
City of Adelaide ePlanning Project

The ePlanning project was initiated to digitally transform the Council services of Planning and Development to support one of Council's strategic plan targets: all development applications submitted online by 2020. In addition, the changes simplified and sped up the development application process and improved the customer experience through self-service.

Transforming paper-driven and manual processes into digital processes was facilitated by online forms, automation, and system integration. Using dashboards to display a digital representation of in-trays that used to categorise all the paper associated with Development Assessments.

The team's system and creative thinking addressed challenges along the way, as they strove for a better way to do each process.

Through innovation and minimal investment due to smart reconfiguration of the existing technology stack, the project team easily delivered instant benefits for the City of Adelaide and its community. There was a rapid community uptake of 76% of online lodgements compared to 27% prior to the project, ahead of the expected 40%. The project also delivered additional savings through a reduction of 30,000+ pages of paper, reducing printing and paper costs, storage, records and archives activities.



City of Charles Sturt

Real Time Data Systems and Reporting Platform

Water Proofing the West (WPTW) was led by the City of Charles Sturt (CCS) with significant funding from Council, State and Federal Governments which positions us to manage our future water needs sustainably, reducing current dependence on the River Murray, mains and groundwater supplies.

The infrastructure established by the \$70m WPTW initiative is essentially that of a scaled water utility with substantial geographically dispersed assets and operational responsibilities to ensure water quality and supply.

To assist CCS to monitor and control the assets including the water itself, a Supervisory Control and Data Acquisition (SCADA) system was implemented. While the SCADA system is effective, there were unforeseen challenges:

- Specialised reporting processes known by only one resource within CCS representing a significant key personnel risk;
- Managing the data to serve business stakeholders and regulators was labour intensive, consuming approximately 25% of the Recycled Water Coordinator's time

We needed to make this data more accessible to users (available anywhere, anytime), reduce effort, and better leverage its value. Ideally the solution would provide an open, enterprise platform with the capability to integrate with other business systems (including geospatial) and support planned Internet of Things (IoT) initiatives.

The challenges of real-time data management were unfamiliar territory for CCS so specialist advice was sought from the industry. The solution, hosted by Green Technology Services (GTS), provides an accessible data repository for collecting, analysing and sharing information with the business to support data-based decision making and also provides a springboard for CCS IoT initiatives.

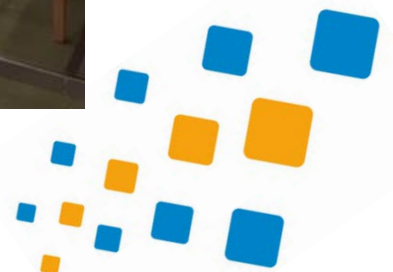


City of Salisbury Community Hub Pilot Space

The City of Salisbury is building a new Community hub. The hub will be a multi-story building accommodating office space function areas, spaces open to the public as well as meeting rooms and utility areas. It is a significant strategic project that will redefine how the City of Salisbury provides services and interacts with its community and is transitioning from a traditional working environment to a more contemporary agile way of working. Staff will no longer be tied to a specific designated desk or area limited by technology based restrictions or constraints.

Our current practice is for all employees to have an allocated desk with assigned fixed computers and equipment. The City of Salisbury's way of working will change with the move to the hub and follow the principles of agile workspaces so all employees will be assigned with a laptop to accommodate a more mobile and flexible working environment.

To assist with understanding the operational model for a modern, mobile and flexible work environment the City of Salisbury has created a pilot space within its current office to test different workspaces, furniture and technology Options. The space has been designed to accommodate nine workstations and the scope of the technical aspects include the evaluation of mobile devices, monitor and monitor arm combinations (single, dual, triple, and widescreen variants) and USB charging options. All employees will rotate through the area in work groups and the intention is for employees to retain their selected mobile device when they return to their usual work area.



Infrastructure and Operational Excellence

This award recognises excellence in the delivery of IT infrastructure and operational services as evidenced by way of service optimisation, a particular project initiative, innovation in management and leadership practices or demonstrated practicality and resourcefulness.



City of Charles Sturt Digital Workplace Program

Since 2015, the City of Charles Sturt (CCS) direction was to deliver mobility to staff via Virtual Desktop Infrastructure (VDI) and IT hardware like PCs and tablets. By 2017 the direction was not meeting evolving staff needs and was causing significant support issues, so a Digital Workplace initiative was established to ensure that technology became an enabler.

A capital budget of \$260K for the expansion of VDI and replacement of PCs and tablets had previously been endorsed by Council for delivery in the 2017/18 financial year. With the financial year well underway, there was a need to quickly establish a new vision and align and deliver the capital projects.

A review of the technical architecture was undertaken and meetings held with key staff to determine their requirements, resulting in a new architecture and roadmap that recognised the changing technology landscape and met customer needs.

Based on the key findings, alignment to strategic direction and with the financial year underway a decision regarding the Desktop Replacement Program and VDI projects needed to be quickly made. The team had the change endorsed by Council to redirect the VDI expansion budget, enabling devices to be rolled out to staff and establish the foundations to deliver the Digital Workplace strategic direction.

Given the short timeframe, the team partnered with vendors to ensure a smooth rollout of devices to staff. The results have exceeded expectations - staff are happy with their devices and the feedback on the implementation is a credit to all involved.




City of Tea Tree Gully Creating a Digital Workplace

In 2017, the City of Tea Tree Gully chose to approach a typically traditional device refresh as an opportunity to accelerate transformation toward a Digital Workplace. Through robust analysis of users, work styles and the tools they need, over 500 devices have been upgraded and refreshed according to the persona and requirements of the person that uses them.

Engaging with corporate leaders from across the organisation, the City of Tea Tree Gully IT Solutions team were able to design a set of 3 succinct personas that addressed the requirements of all staff to perform their jobs, provide the tools they need and accommodate their work styles. This initiative was concurrently supported by several projects to enhance the value it was able to achieve; the Digital Literacy Program which also engaged corporate leaders to define the skills gap and software requirements of their teams; Corporate Wi-Fi coverage across the Modbury Civic Centre; and implementation of a new device management solution, Microsoft System Centre Configuration Manager.

The project overcame a number of challenges to ensure it was able to achieve a positive outcome for almost every member of the organisation equipping them to serve and support their customers through digital devices and services. Objectives in Digital First, Digital Flexibility and Digital Skills have all been recognised and continue to build value and capability across the entire organisation. The project achieved support from all IT Solutions team members to provide collaborative contributions across infrastructure, hardware, applications, business engagement and project management.

Road Warriors



Description

Spends most of their workday working in the outdoors

Current ICT Usage: Low – Medium

Work Location: Service Centre / City-wide

Work Environment: Rugged at times, works in a range of weather conditions

Internet Availability: Heavily reliant on 4G including mobiles

Software / Apps: Mostly emails, internet & corporate apps (ie. CRMs, AMIS, Affinity, Pinforce, Health Manager)

Digital Skills Capabilities: Varies (Low – High)

Example Roles


- Inspectors
- Horticulturalist
- Parks & Civil Support Employees
- Parks Gardeners
- Arboriculture Employees
- Biodiversity Employees
- Building Maintenance Employees
- Truck Drivers
- Plant / Heavy Vehicle Operators
- Concrete Finishers

Digital Toolbox

Indicative Primary Device:

"2-in-1" mobile to desktop device

Docking station, dual monitors





Digital Persona 3



City of Unley

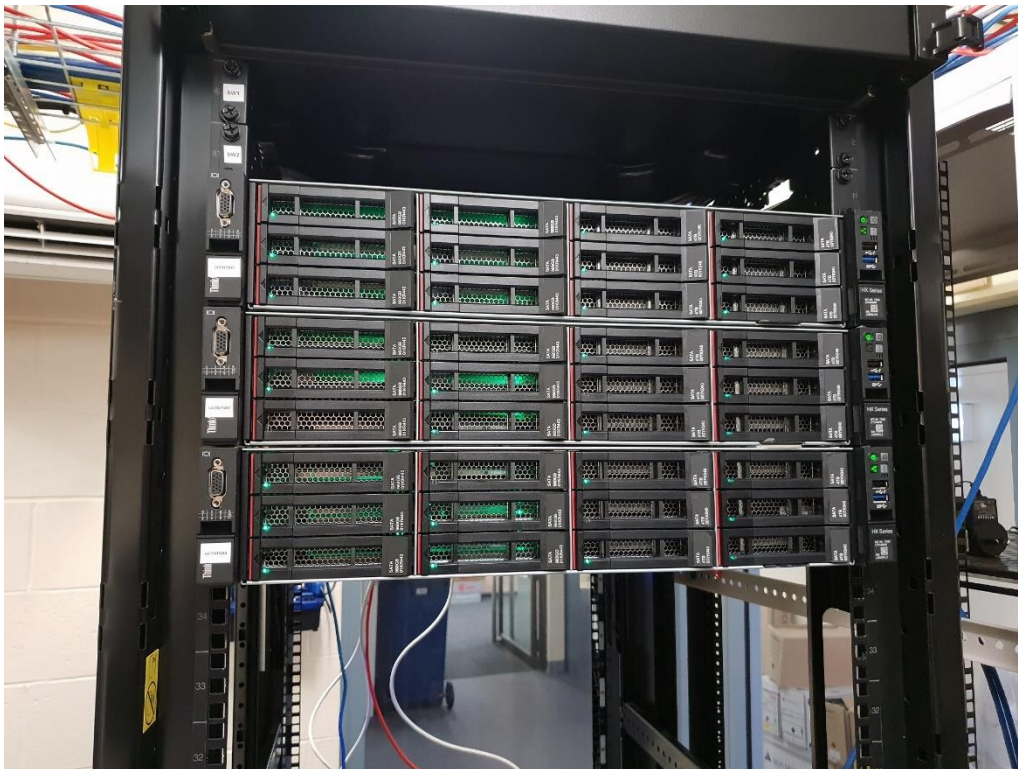
Technology Transformation

In 2017-2018 the City of Unley completed a major IT infrastructure refresh, replacing 90% of Council's IT assets including servers, desktops, mobile computing, network firewalls, WiFi, multi-function devices, UPS's, backup systems and monitoring and alert systems. Six years worth of replacement was undertaken in 12 months, an accelerated program of works initiated to "catch up" on 8 years of technology underinvestment.

A third-party service review undertaken in 2016 highlighted critical deficiencies with Council's IT operating environment and flagged major risks around aging and underperforming systems, many of which hadn't been replaced in up to 10 years. The report recommended major investment to get IT back on track or risk limiting the City of Unley's ability to operate effectively in the digital age.

A newly formed Business Systems & Solutions team set about developing an ambitious transformation roadmap that extended over 12 months from July 2017. Also included was a re-architecture of corporate applications, upgrade of server and desktop Operating Systems, an Azure hybrid-cloud deployment and an upgrade of perimeter and endpoint security. The plan was presented to the Executive Management Team where it was promptly endorsed.

The Business Systems & Solutions team delivered on the plan on-time and on budget and have put Unley's digital future back on track with a future-proofed and best-practice IT operating environment.



Yorke Peninsula Council

Droning on About Drones

In 2017 Council acquired a drone for a limited project in remote areas and after initial success, demand for drone services grew across Council to cover a wide range of different flight missions. Council needed to find a way to operate outside of the Civil Aviation Safety Authority's (CASA) Standard operating conditions (SOC) for the Sub 2kg class of airframes.

The strategic risk profile of Council operating drones was measured internally as high, so we needed to ensure that Council was positioned to minimise the two central risks of; 1) failure to comply with CASA regulation and 2) the impact of a drone crash.

Determining that a Remote Operator's Certificate (ReOC) was both on the critical path and likely to be an unwieldy administrative burden, Council formed an innovative relationship with National Drones (ND) to operate under their ReOC, with internal pilots trained to the levels required by ND for the flights they are undertaking.

This partnership has enabled Council to meet the emerging demands from the business for drone flight operations in an efficient and effective way, minimising the risks.



Young Achievement Award

This award recognises one or more individuals under the age of 30 who have demonstrated initiative and/or played a key role in delivering a new IT or IM initiative for their Council and/or community.



City of Burnside

Talitha McDougall

Talitha is an up and coming Information Management Projects guru who has pushed herself out of her comfort zone to manage, own and deliver a wide array of Information Management and Innovation and Technology projects. Talitha has been employed at the City of Burnside since 2010 and has successfully undertaken various roles in the Information Management Team (formerly Records) including Trainee Information Management Officer, Information Management Officer and Information Management - Business Partner.

Following a recent Organisational Restructure at the City of Burnside Talitha was appointed a new and exciting hybrid position involving Information Management and Project Management that promotes innovation and achievement within the Information Management team and across the organisation. As the Information Management Project Officer, Talitha brings a unique set of skills, hard-won experience and natural enthusiasm to the team and has expanded her previous project management forays far beyond the traditional information management role. Talitha brings a strong work ethic and quiet professionalism to all that she does.



City of Port Adelaide Enfield

Nikolai Belkin

This nomination is for Nikolai Belkin from the City of Port Adelaide Enfield in the category of Young Achiever.

In order to provide a cost-effective solution to the challenge of introducing computer-based systems to its outside workforce, a decision was made to develop custom software to deal with work management (job dispatch, updates and closure), job costing (labour and machinery), asset inspections and job safety.

The benefit of this approach has been a solution that is customised to the needs of the Council, a simple and repeatable user interface the staff can understand, a solution that has been integrated with the back-end systems and savings in software licensing.

A critical factor in the success of these Apps has been the quantity and quality of Nikolai's development work. The Apps meet the business need, perform well, look good, are secure and rarely fail. They are rock solid.

Nikolai also provides excellent customer service and contributes to a number of other application support issues and projects for which he is highly regarded and respected by his customers and peers. Nikolai's drive to produce a quality product and his maturity and approach belies his age.

This nomination focusses on one particular suite of Application software as Nikolai's contribution was significant to its success.



City of Unley

Simon Wright

In 2017, 22 year old Simon Wright joined the City of Unley Business Systems & Solutions team into a newly created role of Service Desk Officer. Within three months, Simon completely transformed Councils IT support model, creating processes and systems for managing and communicating progress of requests, publishing self-help guides and delivering personalised, friendly service. The impact of his change was significant and he received commendation from business users, senior management and Elected Members.

Simon has also successfully project managed high-value projects, including most recently a \$350,000 desktop and mobile computing refresh.

Simon recently completed the Emerging Leaders program through Adelaide University and leveraged his leadership skills to supervise a number of junior staff and contractors over the last 12 months.

Through his own initiative he has set up a program with universities to place recent graduates in the Business Systems & Solutions team, a program proving to be highly successful.

Simon demonstrates maturity beyond his years, professionalism, initiative, drive and passion to help and support people and deliver organisational outcomes.



City of West Torrens

Kahla Hooley

Kahla Hooley joined the Council just under 8 years ago as a Customer Support Officer. After 6 years in the Service Centre, Kahla was able to backfill in our Continuous Improvement team for 1 year and subsequently joined our Information Technology team in November 2017.

Kahla's experience in customer service and continuous improvement has proven to be invaluable in helping deliver key initiatives across our diverse workforce. Kahla's ability to successfully engage people has complemented our team of technologists and built strong, productive links with people.

Several of the projects where Kahla has made a significant difference have included:

- The provision of mobile devices to our outside workforce. Kahla has engaged outside staff and IT developers to help build appropriate functions and to ensure that the field staff are able to use digital services to perform their roles.
- Helping to use our Pathway business system to progress and monitor Elected Member requests. This includes tailoring dashboards to help people manage the requests.
- To identify and develop digital workflows in Pathway to handle event permit processing

Kahla has been able to play a lead role in securing devices, tailoring functionality and helping with the upskilling of users.

It is fair to say that Kahla's involvement significantly made a difference with engaging the work force, IT and continuous improvement teams to ensure that projects are progressed at business speed and achieve good business outcomes. Kahla has significantly improved the understanding and working relationships across the workforce, continuous improvement and IT areas.



Outstanding Contribution to the Sector

The high level of award nominations this year allowed for the judges to introduce this category.



City of Adelaide 10Gig Adelaide Project

Ten Gigabit Adelaide (10GA) is a revolutionary high-speed, high-performance fibre optic data network being rolled out across the City. The network enables businesses and organisations to access a range of cloud-based services at phenomenal 10Gbps data speeds. The transformational network unleashes a wide range of new possibilities for businesses, organisations and the community, without being inhibited by the restrictions and congestion often experienced with traditional internet services.

This project focuses on commercial businesses and big business. 10GA is about moving business transactions away from the internet and onto private links wherever possible. The result is reliable connections that are critical in industries like advance manufacturing, medical imaging and the creative industry. Imagine a city that can collaborate without the need to co-locate, a radiographer providing real-time services to SAHMRI without traversing the internet. Rising Sun, Technicolor and small movie producers working from different sites across the city, working together on the next blockbuster. 10GA is specifically designed for businesses and organisations located in the CoA, giving these businesses a distinct competitive advantage. We are focussed on de-risking our economy and ensuring that our future takes advantage of the next economic revolution. The project is also focussed on luring back big business to Adelaide, creating jobs, driving innovation and investment, and generating significant economic, social and financial returns for the City and the broader community.

The CoA is focussed upon growing the Local GDP of businesses in the CBD but doing so in a way the wider City and State benefit economically from the resulting prosperity.



City of Adelaide People Movement Project

This nomination is for the implementation of a people movement solution to better understand how visitors, residents, workers and students move around the city utilising its various services and spaces.

Claire is looking to open a café and has selected several locations. She wants to know foot traffic at each location. Claire will be able to access Pedestrian Count data to determine foot traffic at each location throughout the day allowing Claire to decide on which location will get the highest patronage.

The implementation was divided into two phases. Phase 1 was a Proof of Concept (PoC) to trial and evaluate various sensor technologies. Phase 2 deployed the successful sensors technology through various locations within the City of Adelaide.

As part of Phase 1, ten sensors were installed in August 2017 and CoA validated the technology to test for feasibility and product scalability. Evaluation was conducted using manual counting techniques with observations from video recordings.

Based on the recommendation an additional 50 sensors were installed through various CoA prescient as part of Phase 2. Further, the solution allows for greater coverage at a sustainable price, as opposed to traditional counting methods. The sensors are discreet and not obtrusive and can run 24/7.

We are getting raw count data from the vendor and Information Management is creating a model specific to CoA business cases, which will provide more accurate numbers around our city usage.

The model will allow for greater and more in depth understanding of city usage on a wide variety of business areas.



City of Charles Sturt

Digital Workplace Program

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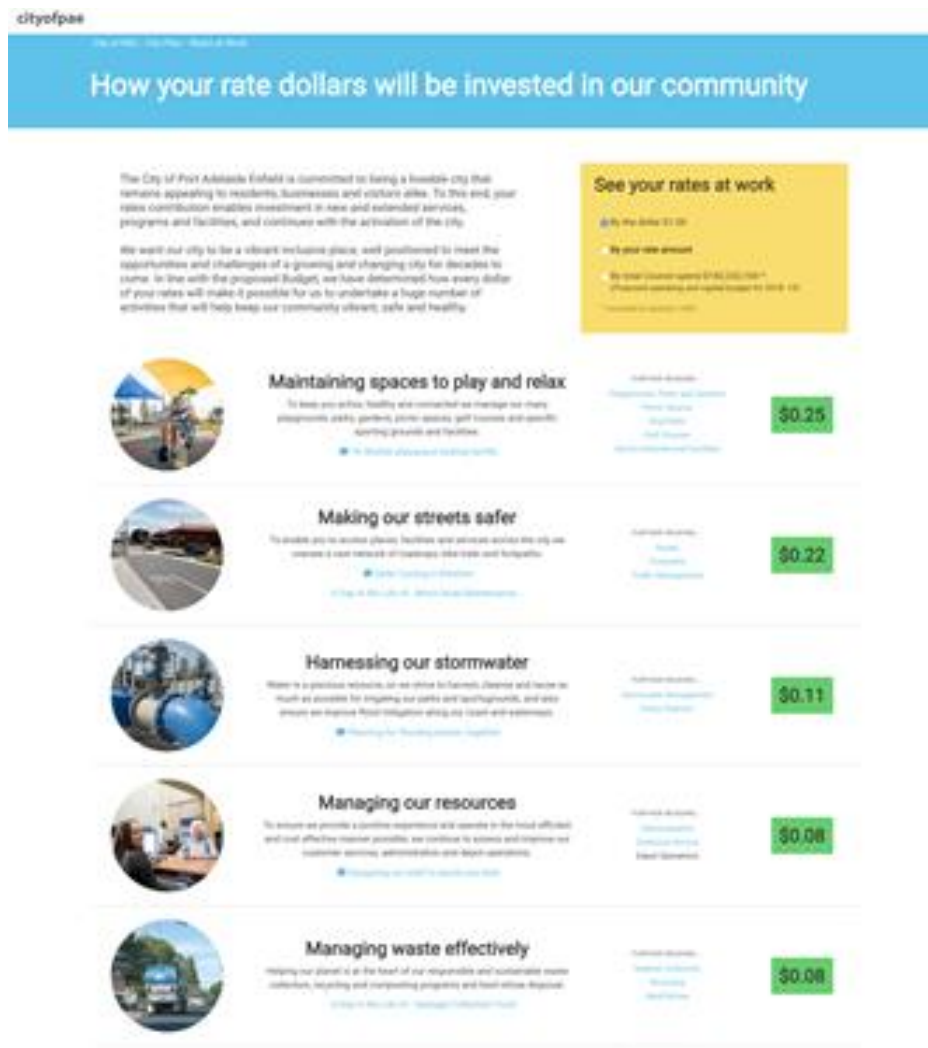
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IT/IM Team of the Year

This award recognises excellence in the overall delivery and operation of IT and/or IM services at a team level as evidenced by way of service optimisation, a particular project initiative, innovation in management and leadership practices, professionalism or demonstrated practicality and resourcefulness.



City of Adelaide Information Management Team

In early 2016, the City of Adelaide Information Management team promoted the concepts of Digital Transformation and Smart Cities to its Elected Members as part of the Council's 2016–2020 strategic plan. The reception for these and the subsequent initiatives were so well received by the elected Council that the entire Council's 4 year strategic plan was built around the Smart City Concept with a heavy emphasis on city and organisational transformation digitally.

These Smart/Transformative projects were presented initially as a 4 year plan to the elected body however the foundational benefits of these projects were so quickly understood that the Council Members requested it be resubmitted as a 2 year plan thus allowing for the benefits realisation to occur sooner. The pillars are Smart, Green, Liveable, Creative with each strategic area containing many high profile digitally transformative and Smart Cities related projects.

Some of the higher profile projects or outcomes delivered to date include:

- 10 Gigabit Adelaide
- Smart Lighting
- MOU with Canberra to share solutions and technologies to their local area
- MOU with Port Adelaide Enfield to share technologies and future investments
- Data Management Platform (DMP)
- Information Management re-alignment to ensure successful project delivery (Engage, Transform, Operate) structure
- Eplanning Project
- Smart Bins

Those near completion but not yet launched include:

- Smart Forms (digitisation of all traditional paper forms into online workflows)
- Smart Parking

All of these initiatives (exception being the PAE MOU) and more were the ideas and innovation of the Information Management team.



City of West Torrens Information Services Team

In 2017/2018 in conjunction with people across the Council, the Information Technology team have helped lift our business onto digital platforms that underpin more efficient and productive service delivery.

Technology availability

A key measure of our team's performance is the availability of the services we deliver. During 2017/18 the team achieved an average availability of services, including mail services, Council document production, IT infrastructure, business applications, web services, desktops, servers and telephony, of over 99.95%. This high level of performance is primarily due to our robust and reliable systems and the team's commitment.

Helping the outside workforce embrace mobile technology

Our team has worked closely with our Council's outside workforce to embrace mobile technology to improve efficiency, productivity and accuracy in their roles and service delivery.

Tailoring our web presence to our community

The Council's website has been re-engineered to make it more suitable to people who access it. The improvements include automatically resizing to fit on mobile devices, improved ease of use and more intuitive searching to help people find what they are looking for quickly.

Digital transformation of Council services

Key services, including delegations management, policy management, risk management and asset inspections, have been transformed from paper-based to online services to improve productivity, efficiency and customer service.

Engaging our community in multiple ways

The Council's Service Centre has been assisted with the take-up of a multi-channel approach that allows our community to engage via telephone, online from a desktop or mobile device, via SMS, via web-chat, via social media or face-to-face.



City of West Torrens
Information Services



PLATINUM SPONSOR



GOLD SPONSORS

