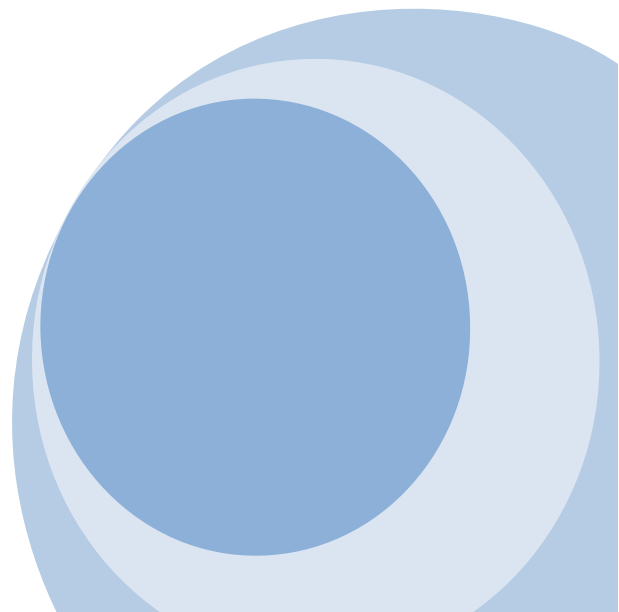


Optevia Essentials for Local Government.

Services List

A summary of the services supported by
Optevia Service Essentials for local government.

February 2010



Introduction

Optevia Essentials for local government are a continuously evolving set of packaged software products that include pre-configured forms and workflow scripts, that help speed up the implementation of local government Microsoft Dynamics CRM solutions and reduce overall cost & project deployment risks.

All of the individual Optevia Essentials include escalation and SLA monitoring, as well as NI14 avoidable contact monitoring. Optevia Essentials are 'open' allowing the forms and workflows within them to be adjusted to suit individual requirements.

In addition, Optevia Essentials include the navigation accelerator 'next button' functionality, which simplifies navigation between MSCRM forms.

List of Services

Here follows a sample of the local government services supported by Optevia Service Essentials. For all services, all channel access methods are supported, including the web.

Typically, services are requested through a web site, front of house office or Contact Centre, but may also be made directly to a back office team.

Unless otherwise stated, all processes may be a full request for a service, a request for a form, or simply a general enquiry.

Abandoned Vehicles	Provides support for the identification, enforcement and removal of abandoned vehicles. Includes a process management section to guide users through identification. Covers SORN, Tax and DVLA checking. Multi stage inspections prior to removal with full life cycle status available. Includes LLPG integration for vehicle location identification. Supports 3 rd party removal contractors.
Anti Social Behaviour Monitoring	A pre-packaged set of MSCRM forms & workflow routines that enables MSCRM to capture numerous types of reported anti social behaviour complaint, including noise, graffiti, prostitution, abandoned vehicles and alleged perpetrators. The template also covers the subsequent despatch of an associated MSCRM case to a designated social services back-office department for further investigation & resolution.
Assisted Collections	Provides guidance/rules and process management for a full life cycle service. Includes a configurable I-frame to capture an authority's existing web based rules and procedures. Caters for temporary and ongoing requests with both subject to an approval process. Integrates with the missed bins service.
Assisted Travel and Disabled Parking Badges	The end-to-end processing of disabled blue badge requests from request to dispatch & subsequent renewals, plus the handling of assisted and concessionary travel pass benefit claims for pensioners and, or students. Disabled bus services & taxis are covered.

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Births, Deaths and Marriages

Provides full administrative support for all registrar services. Provide life cycle management and form/mail management for each request.

Clinical Waste

Caters for regular and ad hoc collections with various payment arrangements including contract management. Used in conjunction with other collections services to provide a comprehensive range of waste management services. Includes a configurable I-frame to capture an authority's existing web based rules and procedures. Supports validation of request, guidance/rules and process management. Provides analysis for declined collections.

Corporate Complaints

This supports a complaint about a service rather than a request for the service itself. For example a missed waste collection can be resolved by a request for an ad hoc collection. It may never become a complaint. However it could result in a complaint being generated in addition to the original request if the customer expresses dissatisfaction with how the service was carried out (e.g. the missed collection is becoming frequent, a mess is left on the pavement etc.). Multiple stages for complaint reconciliation are supported and the number of stages invoked can be configured to vary according to the back office service the complaint is about.

Council Tax Enquiries

Supports back and front office processes to provide unlimited enquiry logging and fulfilment. Comprehensive analysis of enquiry types with escalation/alert facilities available to ensure compliance with configurable service level agreements. Enquiries may be load balanced across back and front office personnel to avoid delays at peak operation times.

Domestic Refuse

Enables definition of collection service routes for domestic waste, garden waste and recycling. Supports weekly and fortnightly rotas, unlimited container types and collection crews. Works in conjunction with missed collections, special waste and assisted collections.

Electoral Services

Allows for electoral enquiries without having to access, data sensitive, back office electoral register solutions. Uses a data import facility to populate CRM with "enquiry only" data.

Fly Tipping

Provides process management, material and size analysis of tipped items. Integrates to 3rd party GIS applications to identify non postal location of tipped items as well as LLPG integration. Supports contracting out of removal to unlimited contractor resources.

Form Request

Unlimited form types can be requested. Forms are linked back to the service area/department they support. Can be used in conjunction with General Enquiries for any service.

Freedom of Information

Used for requests regarding information on services offered by an authority. Enforces written receipt of request, irrespective of channel used for initial contact. Provides options to grant or reject request with justification given for latter.

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General Enquiries	Allows enquiries across all authority services and recording of enquiry nature. Enquiry can be escalated into a full blown request should it become applicable. Full classification of enquiry by service type supported. Supports call backs if the enquiry cannot be immediately answered.
General Payments	Supports payment processing for unlimited council service/product offerings. Integrates to 3 rd party payment modules to leverage use of existing authority solutions and maintaining confidentiality on customer banking details. Returns payment reference for future general enquiries in connection with original payment.
Graffiti Removal	Supports graffiti reporting and removal with full analysis of graffiti and surface/land types including offensive activities. Uses integration to GIS and LLPG solutions to provide exact location references for postal and non postal locations. Provides full process lifecycle for removal management and enables referral to 3 rd part contractors.
Hazardous Waste	Caters for ad hoc collections reported by the public. Used in conjunction with other collections services to provide a comprehensive range of waste management services. Includes a configurable I-frame to capture an authority's existing web based rules and procedures. Supports validation of request, guidance/rules and process management.
Housing Benefit & Enquiries	Supports a comprehensive range of unlimited enquiry types as well as unlimited form fulfilment. Comprehensive analysis of enquiry types with escalation/alert facilities available to ensure compliance with configurable service level agreements. Enquiries may be load balanced across back and front office personnel to avoid delays at peak operation times.
Housing Repairs	A pre-packaged set of MSCRM forms & workflow routines that enable the capture of a housing repair request & the subsequent despatch of an associated MSCRM case to a designated back-office department for further investigation & processing.
Landscape Management	A pre-packaged set of MSCRM forms & workflow routines that enable the capture of a Landscape Management request or complaint & the subsequent despatch of an associated MSCRM case to a designated back-office department or external contractor for further investigation & processing. Landscape types include hedges, trees, grass, park furniture, common land, council land & private land. The template includes a look-up routine to the Local land & property Gazetteer, (LLPG) and GIS systems for location pin-pointing.
Leisure Bookings	Supports bookings of unlimited leisure facilities over unlimited sites. Uses on-line visual calendar for each service with ability to select next available slot or booking, preferred time, or specific slot. Equipment resources can also be assigned to venues. Time slots and start/end times can be varied by facility. Multiple use of a single facility is also supported.

Library Management	A pre-packaged set of MSCRM forms & workflow routines that enable the reservation of library books, extensions to book retention, & the capture of general library enquiries including opening times, location, on-line e.books, and other general library services. The template includes interfaces to common library management software packages such as Dynix.
Licensing and Enforcement	A pre-packaged set of MSCRM forms & workflow routines that enable the capture of a licence application & its end-to-end processing including exam registration. Covers taxis, clubs and pubs. The template includes DVLA checks & interfaces to other external systems such as the CRB.
Missed Collections	Used in conjunction with the domestic collection and assisted collections services to provide a comprehensive range of waste management services. Includes a configurable I-frame to capture an authority's existing web based rules and procedures. Supports validation of request, guidance/rules and process management. Rescheduled collections are catered for. Provides analysis for declined collections.
Park Management	Supports management of issues raised in parks and other leisure service areas. No limit to service area type or number. Provides full process management lifecycle and problem categorization for analysis.
Parking Management	Supports life cycle management of parking control notices (PCNs), permits and payments for parking related services/enforcement. Integrates to Payment Service modules for online payment and return of payment confirmation reference. Also supports use of smart cards.
Pest Control	Supports life cycle management of pest control on all property types including council owned, commercial and private sector. Online guidance and rules provided to assist new and casual users on general enquiries. Supports configurable payment for services to enable detailed mapping of processes to an authority's specific needs.
Planning Registration	This template can be used for the capture of a planning request & the subsequent despatch of an associated MSCRM case to a dedicated planning department for further investigation & processing. The template includes the ability to publish planning applications on-line for public viewing and interfaces to common planning management software packages such as Panorama.
Special Waste	Comprehensive facility for collection of predefined, but configurable, waste items. Can operate over multiple administrative areas and cater for limits to cope with capacity by day and area. Provides full lifecycle management to progress collection and ultimate disposal. Supports payments including concessionary discounts and eligibility evaluation. Payments integrate to 3 rd party payment modules.

Street Maintenance

A pre-packaged set of MSCRM forms & workflow routines that enable the capture of a wide range of street scene cases, covering:

- Flooding
- Footpaths & rights of way
- Gullies
- Manholes
- Pot holes
- Snow lines
- Street furniture
- Street lights
- Street signs
- Traffic Accidents
- Traffic lights

The template includes a look-up routine to the Local land & property Gazetteer, (LLPG) and GIS systems for location pin-pointing.

Theatre Bookings

Provides the facility for enquiries and actual bookings for events. Interface available to 3rd party on-line booking systems to enable real time bookings.

Vehicle End of Life

Supports life cycle management of vehicle end of life including checks for appropriate legal documentation and vehicle classification.