FIFTHOCEAN
TECHNOLOGIES

DIGITAL TRANSFORMATION ACCELERATOR PROGRAM FOR LOCAL GOVERNMENT

In Australia, councils (local government agencies) have 120-150 various application forms – registrations, permits, requests – and in majority of cases only 5-10 of them have been migrated online. Why?

CHALLENGES

Many councils in Australia enthusiastically started migrating their paper-based processes to online environment and created a few electronic forms. However, progress has stalled and the councils were unable to extract further value from their digital transformation move. Below we have listed several most common reasons for this delay.

Unknown / Hard to Plan Budgets
Before a council can start saving money it needs to invest. With competing priorities on their hands, not all councils are able to allocate the necessary ICT budget at once and the lack of common guidelines in terms of effort and costs doesn't help.

"We are very busy…"
As council staff is fully engaged with current operations/business, there is very little opportunity for an experienced staff member to step forward and champion digital transformation projects.

Multiple Form Owners
Forms are looked after by different departments/sections of a council. Coordinating implementation across several departments creates an additional burden.

Need to Assemble a Diverse Team of Specialists
Creating an online electronic form is not a simple task as it might seem. To deliver high-quality user experience, as expected by the new, technology-savvy citizen, a council has to gather a dynamic team that has knowledge in:

- graphic design and online styles
- responsiveness (access on any web-enabled device, including mobile phone)
- usability
- accessibility (WCAG compliance)
- smartforms and integration technologies
- front and back-end application processing
- security
- availability
- maintainability

Maintaining Expertise Internally
It is hard to maintain the appropriate expertise internally on a long-term basis. This fact may also explain why many councils have several underlying technologies for online application processing. Someone has started the development, then moved on.

Multiple Technologies / Tools
Using different technologies/tools to create online forms inflates the expenditure. Apart from the costs of maintaining different technologies, licenses and expertise, it creates headache for customer support, and adds to customers' frustration as they have to get familiar with yet another user interface. It also restricts the ability to reduce costs through implementation of templating and data re-use.

To address all of the above and assist councils in moving away from paper forms towards modern and efficient processes, Fifth Ocean Technologies has developed a comprehensive Digital Transformation Accelerator Program. This program is based on our almost decade-long specialised expertise in transitioning government agencies from paper-based processes into full online transactional environments.

The main goal of DT Accelerator Program is to achieve controlled, repeatable and measurable implementation process that can be executed within limited operational budgets.

Team & Technology

The program connects:

- **council experts / management** that have comprehensive knowledge of the application processes and will lead the process of improving performance and value-added services to citizens/customers

- **implementation consultants** that have many years of expertise in transitioning of paper/PDF documents into electronic forms and can address usability, responsiveness and accessibility

- **encompassing technology** which will not only cover the requirements of application forms of any complexity but will also continually enhance existing business processes without any disruption.

Planning & Implementation

- All forms are categorised into groups: from simple to most complex. Effort is estimated for the implementation of an average form in each group, so you know upfront how much it will cost.

- Subscription style engagement is based on monthly fee over each implementation timeframe, e.g. 6 months. This monthly budget will define the pace of the deployment.

- The solution is built using our robust and innovative Enterprise SmartForms Platform – Transform Engine.

- The application portal can be deployed on-cloud or in-house, subject to infrastructure available and integration needs.

Maintenance & Support

- We provide ongoing maintenance and support. A choice of plans is available for both on-cloud and in-house implementations.

- We train your representative to cover Level1 support.

- The support process is made extremely easy due to the Transform Engine's in-built feature that replaces 'blind' assistance with 'I see what you do' online help.

- We provide Level2 support. It is FREE for the duration of implementation subscription.

- We also provide Level3 support when solution is based on our cloud infrastructure.

Contact us to find out how FifthOcean Technologies can help you to increase the service-level standards, improve interactions with citizens, raise efficiency and transparency of application processes