

Implementation: Organisation

- Exploited existing information systems
 - Didn't force services to renew their systems
- Exploited existing joint working arrangements
 - Tyne and Wear ICT & eGovernment Partnership
 - Heads of ICT in the five Tyne and Wear Councils
 - North Eastern Purchasing Organisation (NEPO)
 - 24 member councils covering whole of north east
 - Tyneside Tourism Network
 - 4 councils Tourism Managers
 - Pulled in Sunderland to ensure county-wide coverage

Implementation: Organisation

- Federated Project Management
 - Full time Project Manager
 - Project Team drawn from nominated Lead Officers in each Council, for each Channel
 - Each Council then had its own internal team
 - Included ICT staff to create the XML export file
 - Most costs absorbed as 'core business'
 - Legal and Procurement costs covered by project
- Kiosks and associated services through a competitive tender process
 - Used s-cat Government catalogue
 - Set up a NEPO Framework Contract so any council in the North East can buy kiosks without having to go back out to tender
- Digital TV piloted as part of National Project

Implementation Issues

- General
 - Ownership within each Council – ability to 'manage'
 - Content – source, management, extraction
 - Agreement on xml schema
 - Publicity and promotion
 - Nature of central co-ordination role once live
- Kiosks
 - Location
 - Political approval / decision
 - Planning Permission
 - Power & Communications
 - Timing - Ground Opening Orders
 - Content availability
- Digital TV
 - (static) Content generation
 - Presence and speed of service for users

Was it expensive to do?

One-off costs

- Kiosks / Kiosk tenancy
- Content system integration
- Kiosk enhancements
- Project management
- Purchasing & legal costs

On-going costs

- Administration, management and promotion
- Managed service for systems
- Service development
- Providing and updating information

Creating Accessible Services via Portals

- Background
- Vision
- Organisation & Implementation
- Current Position
- Kiosks
 - Overview
 - Using Kiosks
- DigiTV Overview
- Promotion & Usage
- Next Steps
- Summary & Contact Details