

Online Community Services



Streamlining customer interaction

Civica's *On-line Community Services* or 'OCS' focuses on improving engagement with citizens via the internet providing a highly effective and cost efficient method of managing interaction. Combining the best of our Public and Partner Service suite, the OCS can be adapted to e-enable any service.

OCS can provide the citizen interface for any back office or specialist system but is at its most effective when integrating with the Civica Regeneration and Public Protection (APP) system.

How does it work?

Information captured via the web forms is fed directly into the specialist system, usually via web services ensuring that the information is available the instant it leaves the citizen's desktop.

Where the specialist system in use is APP, this can result in instant notification messages being generated to inform officers or administrators of the presence of a new request. If not dealt with immediately, such jobs remain in the work tray for the system in the same way as any manually raised job.

What services does OCS support?

The OCS is best seen as a collection of web forms, each one representing a different service. A list of currently supported services can be seen overleaf, however, any service can be supported and we would like to hear from you if you would like to e-enable a service not currently listed.

What information is captured?

The design of our standard forms is the result of collaboration between our local authority partners, Civica's own consultancy team and our web usage experts. As such, the information captured on each of the standard forms will be specific to each service area covered. Should any additional information be required, the forms can be tailored to fit the local requirement.

What additional features does OCS offer?

The OCS service is fully supported by the Civica help line and upgrades to the service are made available to keep up to date with technical and business requirements and to offer the ability to e-enable more services as they are added to the OCS.

In addition, OCS may be integrated into web mapping, allowing citizens to report incidents by 'pointing' to a location on a map, the co-ordinates for which are then imported directly into the specialist system for accurate deployment of resources.

The screenshot shows the Civica OCS web interface. At the top, there is a header with the Civica logo, a language selector (English), and the text 'Public and Partner Services V4 - OCS'. On the left, there is a navigation menu with categories: 'Report an Incident' (including Anti-Social Behaviour, Report Graffiti, Evictor Time, Abandoned Vehicle, Pollution Incident, Report Stray Dog, Noise Complaint), 'Planning and Building' (including Planning Issues, Building Control, Report Dangerous Structure), 'Services' (including Missed Bins, Waste Collection, Pest Control, Bereavement Services, Housing Services, Request For Information), 'Complaints' (including Council Complaints, Feedback, Trading Standards Complaint, Workplace Complaint), and 'My Services' (including Login, Register). The main content area is titled 'Reporting a Planning Issue' and contains a sub-section 'Report a Planning Issue' with a description: 'If you have information regarding a possible breach of planning regulations, please let us know. We will only use your personal details if we need to contact you.' Below this is a 'Details' section with a 'Description of the Issue' text area, a 'Type Of Issue' dropdown menu (set to '-- Please Make A Selection --'), a 'Date Of Incident' input field (format dd/mm/yyyy), and 'Name of Owner (if known)' and 'Address of Owner (if known)' input fields. A note at the bottom of the form states: 'Please fill in the following details if they are relevant to this issue.'

Coming soon is the full integration of OCS with the APP fee calculation and e-payment system allowing not only for the request of services on-line but also for up-front payment for those services; all fully integrated into the back office environment.

Examples of services on-line are;

- Abandoned vehicles
- Anti-social behaviour
- Bereavement services
- Council complaints
- Dangerous structures
- Enviro crime
- Graffiti
- Housing services
- Missed bins
- Noise complaint
- Pest control
- Planning/Building control issues
- Pollution Incident
- Request information (FOI request form)
- Stray dog
- Trading standards complaint
- Waste collection
- Work place complaint

Belfast City Council, who have purchased OCS pages have commented;

“We believe in delivering best services using the latest technology with a community focus. Having the OCS pages available through our website will enable us to offer our services at times when customers most need them and allow people to find the information they need and request a service at a time that suits them.”

*Rory McGerty, Systems Officer,
Belfast City Council*

For the latest solutions information, visit:

www.civica.co.uk

Product demonstrations are available from the Civica website:

<http://cppaccess.civica.co.uk/civicawebdemonstrations>

For further information or to book a meeting/ demonstration, telephone **01225 485006** or email **cpp-sales@civica.co.uk**