Further to your Information request FOI63933, please find your questions and our responses below:

I am interested in new information and communication technologies adopted by RBWM.

Response:
The Council has introduced a variety of new technologies over the past five years including:

1. A public website with additional ‘portlets’ for electronic payments and access to geo-spatial information showing maps and the location of schools and Council services.
2. Enhanced internal customer relationship management systems (CRM) to integrate activities and provide a single view of customer contact and services provided. Systems introduced include Lagan, Salesforce and the LANDesk system used for IT Incident and Service Management.
3. Document management systems (DMS) to enable better sharing of information internally. Examples here include the Hyperwave Intranet and the Serengeti document scanning system.
4. Encryption technologies to protect personal or sensitive information stored on computers or in transit between organisations. Examples include Government Connect encrypted email and encrypted memory sticks
5. More recently the Council has started to develop Internet-provided services, including what are known as ‘Cloud’ services.

I would like to know the positive and negative impact of the implementation of new ICT in the RBWM.

Response:
The positive benefits from the introduction of new technologies can cover different areas. They include improved access to information by residents and others receiving Council services, lower operating costs, better information security, integration of processes across the Council.

The challenges associated with introduction of new technologies are similar and include the need to train and familiarise staff with both new technologies - and the often different and more stream line processes used. Also there can be a period of settling in as the new technology is fine-tuned. Any new technology requires up-front investment, but it is often the case these investments are recovered within one or more years.

This concludes your request FOI63933.

If you require translation of the information you have been sent please do not hesitate the contact us.
If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager
Royal Borough of Windsor & Maidenhead
Town Hall, St. Ives Road
Maidenhead
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_request_statistics.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Chris Daniels
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Royal Borough of Windsor & Maidenhead
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