

Operational Executive Decision-Making Form

Operational Decision Record

Publication Date 07/12/2021	Decision Reference Number 4472
Decision Title	
Approval of External Resources for Transformation and Improvement #19 – Customer First programme – Robotic Process Automation	
Decision Value	
£140,000	
Revenue or Capital Spend?	
Revenue	
Department	
Finance & Resources	
Contact Officer (Name, job title, and contact details)	
Lucy Lee – Head of Customer Services	
Decision Taken	
Procurement of advisors to undertake Robotic Process Automation discovery & Pilots as part of the Customer First programme and development of an outline business case for this programme.	
Reasons for Decision and Background Information	
<p>This project will provide the Customer programme with a detailed understanding of Council wide activities, including an impact assessments, indications of current performance, insight into customer preferences and overall opportunity areas.</p> <p>This analysis will capture the following:</p> <ul style="list-style-type: none">• Platform installation & proof of concept;• Automation discovery and• Automation <p>Procurement is through the Cross Council Assurance framework (CCAS) Framework Lot 2 Advisory services.</p> <p>This decision also links to 'Approval of External Resources for Transformation & Improvement #20 - Customer First Programme – Customer Capability Assessment'</p>	
Other Options Considered and why these were rejected	

There are no other options as this advice is specialised.

Reasons why this decision is classified as operational

To support the organisation in developing a customer strategy that aligns to the needs and statutory requirements of the Local Authority.

Additional Information

Decision Maker (Name and Job Title)

Mel Barrett Chief Executive

A handwritten signature in black ink, appearing to read 'M. Barrett', is written over a light grey rectangular background.

Scheme of Delegation Reference Number

1

Date Decision Taken

06/12/21