

Connect Partnership

Seamless Access to Services

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What were we asked to do?

- **Focus on integration and web-enablement of services and transactions**
- **Develop a framework for sharing information linked with efficiencies**
- **Community access centres and web-sites; a single point of access (no wrong door)**
- **Linking service requests to hand-held technologies**
- **Take North Yorkshire Access to Services Steering Group to a strategic level**

What have we done to meet these?

- **New Board set up**
- **Strategy produced**
- **Produced work programme for delivery by 3 key expert groups**
- **Obtained RIEP funding to ‘kick-start’ process**

What's our interpretation (vision) of what's required?

'for customers to have completely seamless community service delivery, regardless of the provider or the preferred access channel and all made possible by new ways of working and electronic access to key information'.

What has been achieved to date?

- **Common standards for customer services agreed**
- **Common customer services training programme being developed**
- **Use of NYnet to connect service delivery**
- **Delivery of a shared information portal**
- **Work starting to bring web sites to common standard**
- **Work starting to develop common IT framework**
- **Gained recognition for Connect Partnership and work programme (CoYC, Police, Voluntary Sector)**

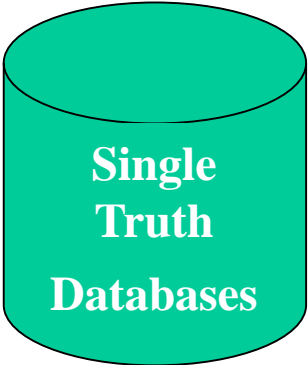
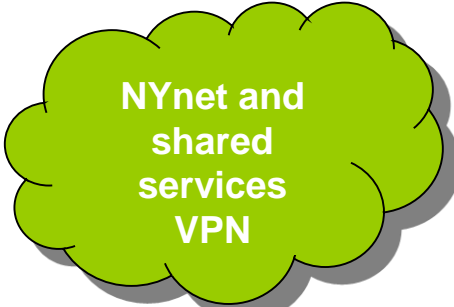
Connect Partnership

Vision

What does the customer want?

Mediated access to services

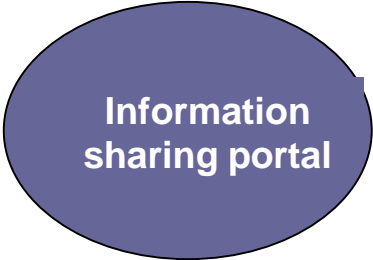
On-line access to services



Customer Services

Web Services

ICT Services



What can you do to help?

Communicate down through your organisations what the Connect Partnership is trying to do. To help with this I have produced a draft e-leaflet setting out the following;

- **The aims of Connect Partnership**
- **The determination of partners to achieve these aims**
- **The expectation that partners will need to provide some local resource into the projects**
- **A recognition that full implementation costs cannot be met from grant funding alone**
- **A process to deal with any conflicts**

Questions?