



**Derry City & Strabane**  
District Council

Comhairle  
**Chathair Dhoire &  
Cheantar an tSratha Báin**

**Derry Cittie & Stràbane**  
Destrict Cooncil

Ref: FOI / 994

03 February 2017

Ms [REDACTED]  
Email: @gmail.com

Dear Ms

### **Freedom of Information Act 2000 Request Business Process Automation (BPA)**

I refer to your FOI request as above and apologise for the delay in response.

- 1 Do you have an organisation-wide strategy for BPA for the delivery of council services? If not, do you plan to develop such a strategy in the next 24 months?  
No and Yes
- 2 Does each council directorate have its own strategy for BPA? If not, please can you indicate if they are in development?  
No will be included in the overall digital services plan.
- 3 Please can you list the top five business processes in your organisation **by volume of transactions per annum** and indicate which are fully automated, partly automated or not yet automated?  
Finance- payments- partly automated- estimated 500 payment runs- 50,000 payments per annum  
Finance- receipts- partly automated- estimated 7,500 receipts per annum excluding individual cash transactions (estimated 1m)  
Finance- payroll- partly automated  
Planning applications- partly automated

-2-

**Derry**

C/o Council Offices  
98 Strand Road  
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BT48 7NN

**Strabane**

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info@derrystrabane.com  
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@dcsdcouncil

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Ms

- 4 Please can you list the top five business processes in your organisation **by total financial cost** and indicate which are fully automated, partly automated or not yet automated?

Finance- payments/ receipts/ financial management/ procurement- partly automated- £18.7k per annum

Finance- payroll- partly automated- £11.5k per annum

Planning applications portal- partly automated- zero cost as owned system transferred from Central Government

- 5 Have you conducted an organisation-wide audit to identify business processes which can be automated? If not, please can you indicate if you are currently planning such an audit and when it will be complete?

No

- 6 Have you identified the current council activities where the highest cost savings can be delivered through business process automation? If not, please can you indicate if you are currently planning such an audit?

No

- 7 Please can you indicate council services that will introduce or improve automation in the next year?

Unknown

- 8 What budget has your council allocated to support business automation projects in the past two years? Please indicate any documents relating to the business case to support such a budget.

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- 9 What is the job title of the person who is ultimately responsible for business process automation strategy in your organisation?

Paul Jackson, Digital Services Manager

If you are dissatisfied with our response you have rights of review and appeal; these rights consist of two review processes.

Firstly our internal review procedure is available by contacting:

John Kelpie  
Chief Executive

-2-

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Tel 028 71253253 or email [john.kelpie@derrystrabane.com](mailto:john.kelpie@derrystrabane.com)

Secondly, you can appeal directly by contacting the Information Commissioner at:

Information Commissioner

Wycliffe House

Water Lane

Wilmslow

CHESHIRE SK9 5AF

Tel: 0303 123 1113 (local rate) or email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

Yours sincerely

**Lead Finance Officer**



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