

Cardinia Shire Council

The Innovation Journey at Cardinia Shire Council

18th April 2018

Cardinia Digital Transformation

Why did Cardinia choose the Digital Transformation Path?

We either had to disrupt or be disrupted

- Were one of the most indebted Councils in Victoria.
- Still have one of the lowest staffing ratio's in the sector.
- Ran underlying deficits – prior to fairer rates.
- Growth is currently at 6 families a day.
- Poor IT Infrastructure
- Low usage of Corporate Information System and was not a valued function
- Promises had been made in the past not kept



Cardinia Digital Transformation

Empower
Employees

Engage
Customers

Optimise
Operations

Transform
Services



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Modern
Workplace

Business
Applications

Infrastructure

Data & AI



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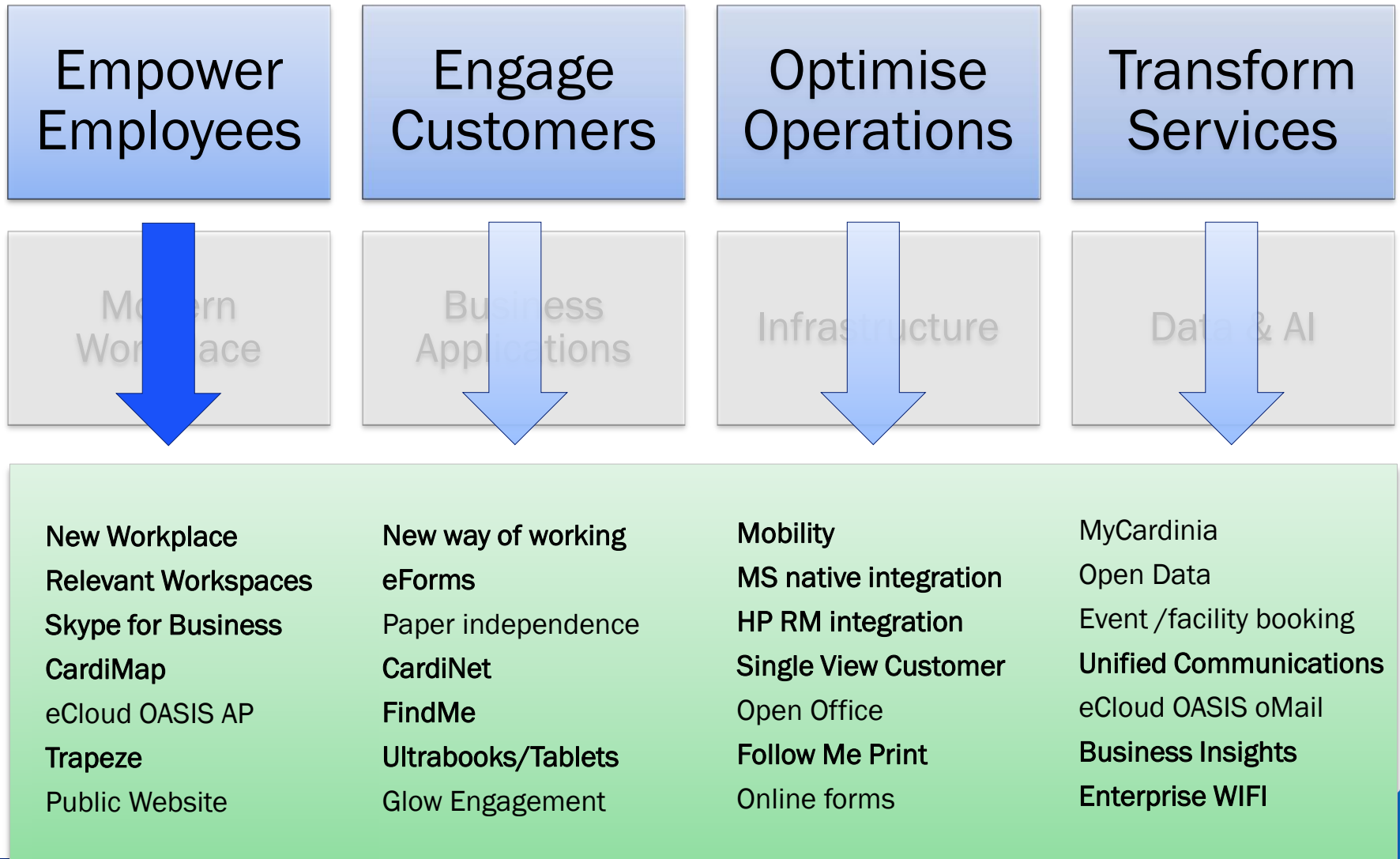
New Workplace
Relevant Workspaces
Skype for Business
CardiMap
eCloud OASIS AP
Trapeze
Public Website

New way of working
eForms
Paper independence
CardiNet
FindMe
Ultrabooks/Tablets
Glow Engagement

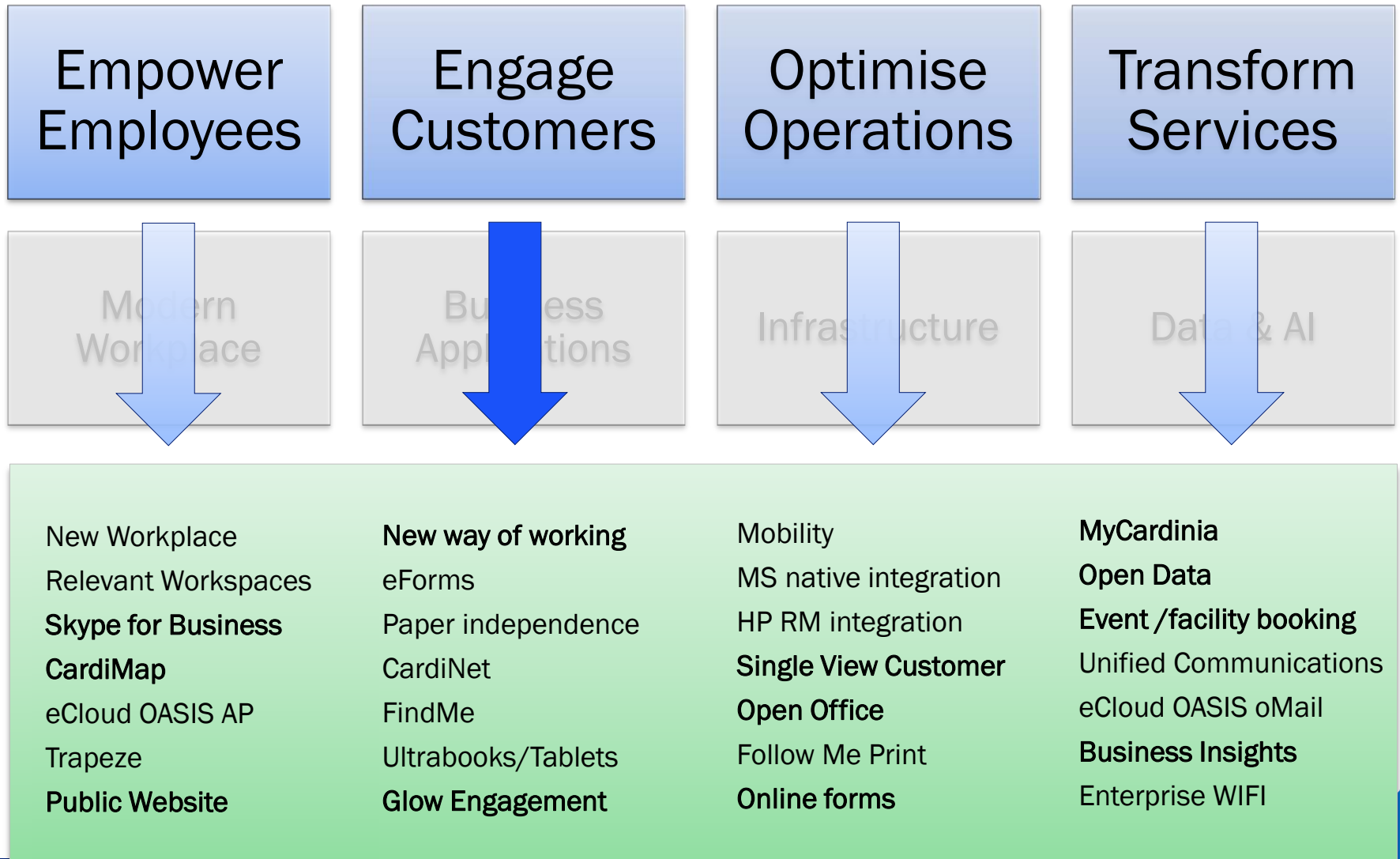
Mobility
MS native integration
HP RM integration
Single View Customer
Open Office
Follow Me Print
Online forms

MyCardinia
Open Data
Event /facility booking
Unified Communications
eCloud OASIS oMail
Business Insights
Enterprise WIFI

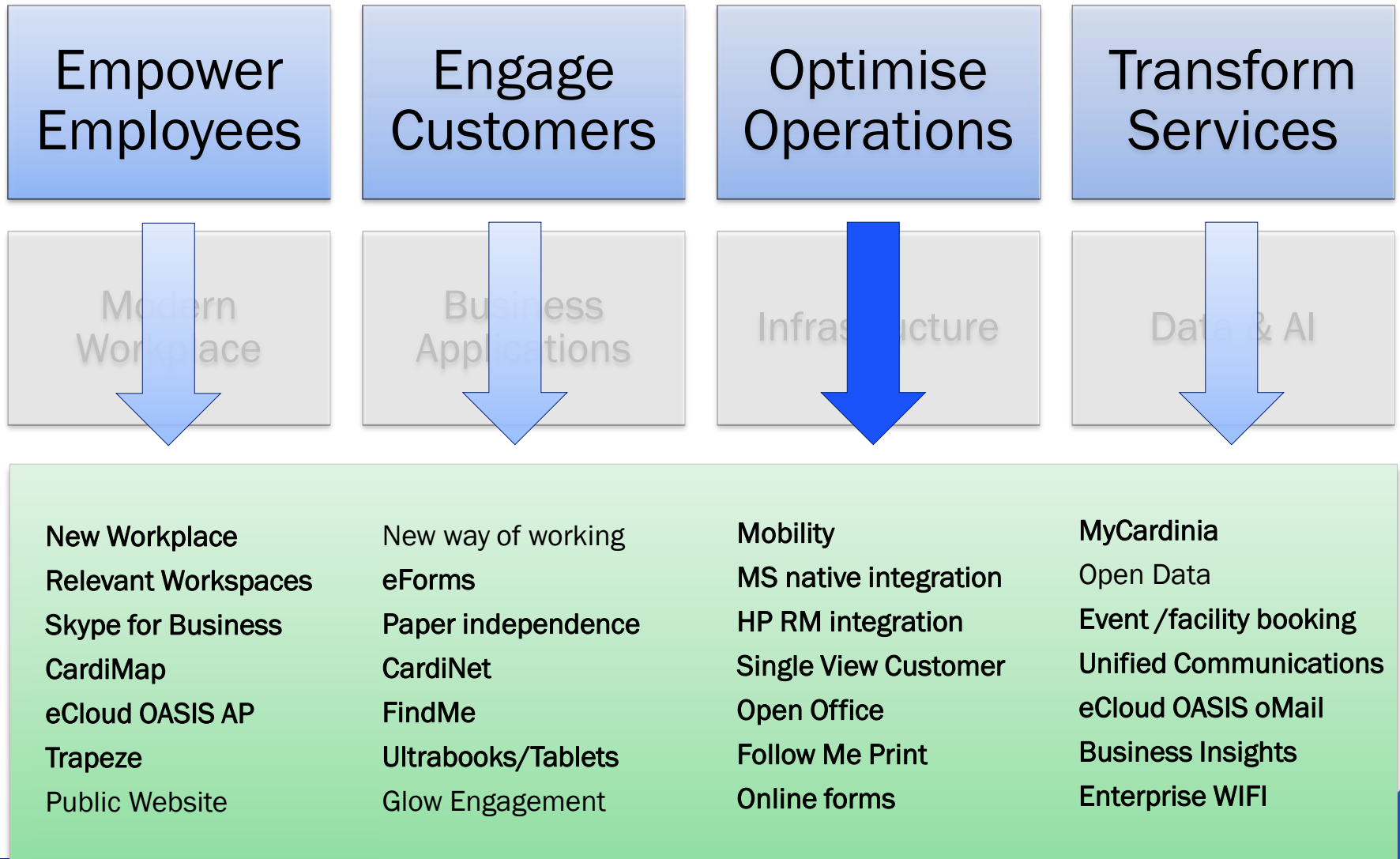
Cardinia Digital Transformation



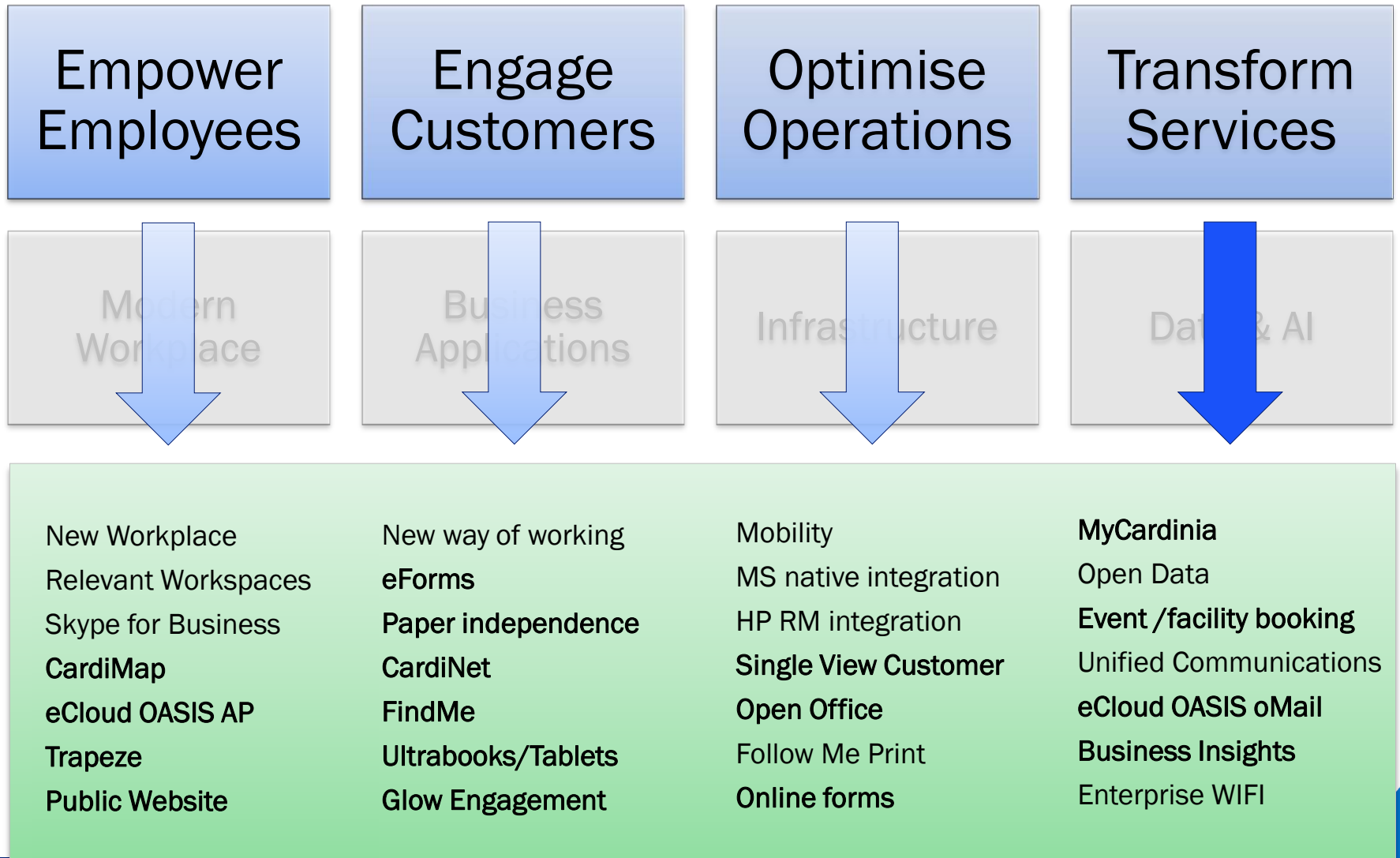
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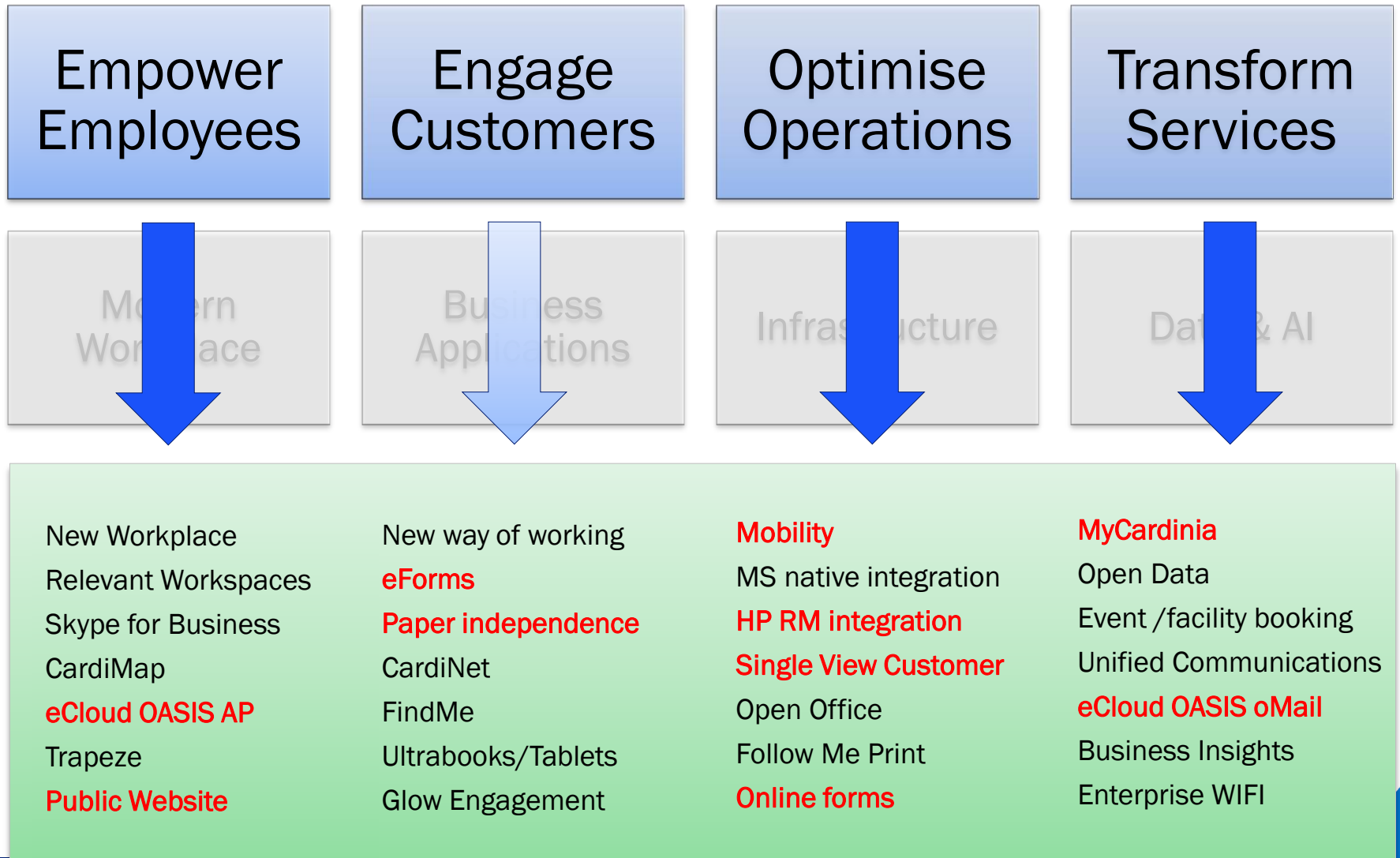
Cardinia Digital Transformation



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Cardinia Digitisation Centre



Cardinia Digitisation Centre – what is it?

All incoming Council mail (physical and electronic) is digitally processed through multiple software algorithms that read, assess and store the mail into the corporate document management system, automatically creating staff workflows for action where required.



Cardinia Digitisation Centre – what's gone right?

- Cost savings
- Accuracy of work
- Elimination of human error
- Release of resources
- Preparing staff for the future of work



Cardinia Digitisation Centre – what's gone wrong?

- By its very learning nature there are exceptions in outcomes – it learns
- Staff anxiety over their jobs
- Internal staff perception – loss of control



Cardinia Digital Transformation – lessons learnt?

- Keep asking WHY?
- Because it was always been done that way does not make it right.
- Change is hard and people will find innovative (!?) ways to resist.
- It's OK to fail.



References

Cardinia Digitisation Centre

- eCloud Website: <https://ecloudservices.com.au/>
- Cardinia Shire and eCloud: <https://www.linkedin.com/pulse/cardinia-shire-council-welcomes-ecloud-digitisation-centre-madden/>

Cardinia Digital Transformation

- Public Website: <https://www.linkedin.com/pulse/new-local-government-website-puts-residents-first-peta-levett/?trackingId=a5Z%2BRwbr8regLKhp%2FKYD1w%3D%3D>
- Paper reduction: <https://www.linkedin.com/pulse/creating-700000-saving-organisation-story-paper-reduction-madden/>
- Paper reduction: <https://www.linkedin.com/feed/update/urn:li:activity:6337185255501455360/>
- Rate Notice: <https://www.linkedin.com/pulse/cardinia-redesigned-traditional-rate-notice-based-do-madden-acma-/>