

Statement of direction

2016

Mark Eves



Statement of direction for 2014/15



Last year we said...

Email Centre

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Knowledge Management

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Case management

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Asset Management

- MDM
- Service
- Asset

Master data management

- Single source of truth
- 360 degree view of your customers
- Federation and synchronization
- Governance
- Automation



What is coming up?

- Planning suite
- Licence and contract management
- Full blown health and leisure suite (Memberships and Booking)
- Dashboard integration into all your back end system
- eForm - Drag & Drop
- Web design and management capability
- More payment gateway integration
- Advanced Mobile working
- Social media management



Data Management and the Single Customer & Asset View

Supporting the new Public Service
operating model with Master Data
Management



Citizen Management

Master Data Management

- New way of modelling your customers.



People

Create and maintain your people.



Organisation

Create and maintain your organisations.



Group/3rd party

Add/edit internal groups or create external teams which handle an outsourced functions

People

Master Data Management

Search

Search peopleHierarchyAdd people

Personal information

Name

- Title -

MarkLast name

Phone

From

Role

Status

E-Mail

Mobile

To

- All -
Registered
Admin

- All -
Enabled
Disabled

Address Information (Optional)

Go

Rows15

Actions

1 - 3 of 3

	Photo	Actions	Name	E-Mail	Mobile	Role	Status	Address	Creation date
		9	Mr. Mark Happy	1440@nullemail.com	07507844133	Registered	Enabled	119 Woodland Way, United Kingdom	21 Jul 2010 06:59:40
		0	Mr. Mark Eves	mark.eves@itouchvision.com	07507844133	Admin	Enabled	119, Woodland Way, London, N21 3py, England, United Kingdom	31 Oct 2010 11:03:30
		1	Mr. Mark Choo	x@itouchvision.com	-	Registered	Enabled	England, United Kingdom	12 Nov 2013 14:24:02

Profile

Back

Apply changes

Title

Mr.

* First name

Mark

* Last name

Eves

Username

mark.eves@itouchvision.com

* Role

Admin

Time zone

- Select -

* Status

Enabled

Contact channel of preference

☐ Phone

☐ Email

☐ Link

☐ Social media

Show All

Addresses

Contact points

Relationships

Reciprocal relationships

Addresses

Edit

Address line 1

Address line 2

City

Post code

Region

Country

Active

Purpose

Is default ?

119

Woodland Way

London

N21 3py

England

United Kingdom

Yes

-

Yes

row(s) 1 - 1 of 1

Contact points

Phone

Edit

Purpose

Type

Number

Primary

Time Zone

Source

Active

Description

Mobile

07507844133

Yes

Yes

Primary Address

Mobile

07507844133

Yes

Yes

row(s) 1 - 2 of 2

Email

Edit

Purpose

Email

Primary

Format

Source

Active

Description

Primary Address

mark.eves@itouchvision.com

Yes

HTML

Yes

row(s) 1 - 1 of 1

Link

No links found.

Social media

No social media details found.

Relationships

no data found

Reciprocal relationships

no data found

Photo

Remove

Choose File

no file selected

Total transaction

Device details

Device:

Other

Brand:

Model:

System:

System version:

People

Master Data Management

- This is available now to all customers
- New framework to link any other back end system.
- Scalable
- Complete
- With relationships

Asset Management

Master Data Management

- Asset roles allow you to maintain a list of people who have an interest in that asset
- Add all your assets and manage them in one place.
- Raise service request against an asset
- Asset life cycle management
- Asset categories



Asset Management

Master Data Management

Asset detail

BackDynamic dataDeleteApply Changes

* CategoryAllotment 4

* NamePlot 45

* StatusUnder offer

* CodeA4P45

Sub Category- Select -

* EnabledYesNo

ERP Code

Creation date

Expiry date

Description

Show AllRolesRelationshipsNotesAddressesService request(s)

Roles

No roles found.

Relationships

Relationship

No relationships found.

Notes

No note(s) submitted.

Addresses



No addresses found.

Service request(s)

No service request found.


Asset Management | Roles

Master Data Management

Roles								+	
Edit	Person	Email	Role	Enabled	Description	Added by	Date added		
	Mr. Mark Eves	mark.eves@itouchvision.com	Plot Owner	Yes	-	mark.eves@itouchvision.com	4 minutes ago		
	Mr. Anil Passi	anilpassi@passi.com	Security Manager	Yes	-	mark.eves@itouchvision.com	1 seconds ago		
								row(s) 1 - 2 of 2	


Asset Management | Addresses

Master Data Management

Addresses										+
Edit	Address line 1	Address line 2	City	Post code	Region	Country	Enabled	Purpose	Is default ?	
	123 Garden Lane	-	London	N21 3FG	England	United Kingdom	Yes	Key Site	No	
row(s) 1 - 1 of 1										

Asset Management | Relationships between assets

Master Data Management

Relationships								
Edit	Asset	Category	Status	Relationship	Description	Enabled	Added by	Date added
	Plot 50	Allotment 4	Under offer	Neighbour	-	Yes	mark.eves@itouchvision.com	Now
row(s) 1 - 1 of 1								

Asset Management | Raising a service request

Master Data Management

Category

Customer

Details

Evidence

Location

Confirmation

Details

< Cancel Next >

Hide scripting

Category: Public Rights of Way Service request # 122739

Details

How has the public right of Way been infringed?

Please provide any information about the public right of way that you feel is relevant.

Address line 1

Address line 2

Post Code

Please select the Asset

- Select -

#USER_ADDRESS_LINE_1#

#USER_ADDRESS_LINE_2#

#USER_PINCODE#

Allotment 4



- Sub category (0) -

Plot 45 [View details](#)

< Cancel Next >

Asset Management | View asset service request

Master Data Management

Service request(s)							
Service request #	Category	Submit time	Status	Priority	Customer	Incident location	Device
122739	Public Rights of Way	15-JUN-2015 22:43:54	 Open	 Low	Mr. iTouch Anonymous	1 Cavendish Gardens, Ilford, Greater London IG1, UK	Website
row(s) 1 - 1 of 1							

Relationships




Master Data Management

- Relationships allow you to model real world relationships.
- Create the complete picture.
- Allow family members to be contacts for other members
- Allows you to create service requests for organisations with an employee as a contact.



Relationships | Configure

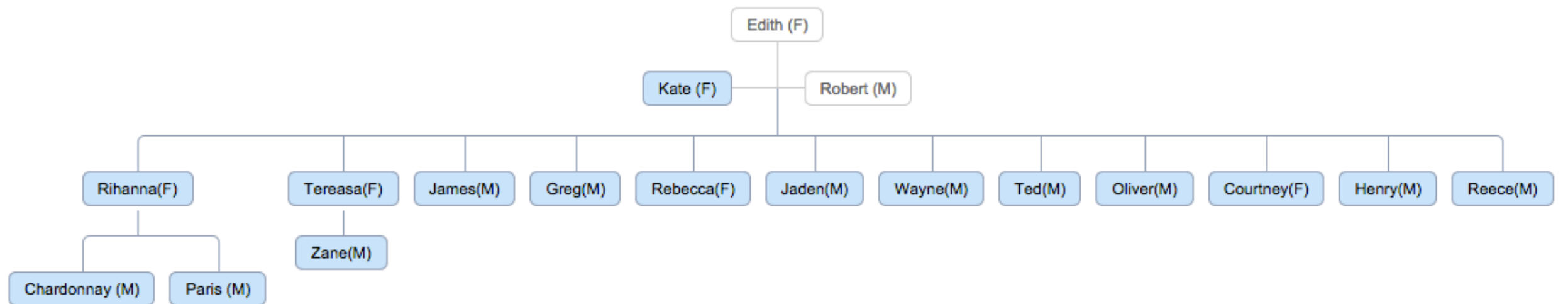
Master Data Management

Type	Edit	Relationship	Opposite relationship	Reciprocal relationship (Female)	Reciprocal relationship (Male)	Active	Description
Case / Service request		Test Case				Yes	-
Employee		Test Employee				Yes	-
People		Test People				Yes	-
Asset		Neighbour				Yes	-

Type	Relationship	Opposite relationship	Reciprocal relationship (Male)	Reciprocal relationship (Female)	Description
People	Extended family				-
	Grandparent				-
	Grandfather				-
	Grandmother				-
	Grandson				-
	Granddaughter				-
	Uncle		Nephew	Niece	-
	Aunt		Nephew	Niece	-
	Cousin				-
	Nephew		Uncle	Aunt	-
	Niece		Uncle	Aunt	-
Case / Service request	Parent	Child			-
	Child	Parent			-
	Related	Related			-
Employee	Manager	Staff member			-

Relationships | Viewer

Master Data Management



Dynamic Data

Master Data Management

- Create any type of data mart.
- Mirror whole systems
- Date tracking
- Fully audited
- Role based access control
- Add the people, organisations and assets.



Dynamic Data | View

Master Data Management

Medical history	
Patient health details	
Personal details	Marital status
	Gender
	Previous or referring doctor
	Date of last physical exam
Personal health history	Childhood illness
	List any medical problems t
Health habits and personal safety	Exercise
Caffeine	Caffeine
	# of cups/cans per day?
Alcohol	Do you drink alcohol?
	If yes, what kind?
	How many drinks per week?
Diet	
	# of meals you eat in an ave

Community > People > Dynamic data

DashboardProfileDynamic dataTransactionsInteractionEmployment

Dynamic data

Show AllBiographyAssetsMedical historyCriminal history

Biography

Location

HomeMask input(000) 000-0000

Select home location from Map3 Cranwood Street, London E

Details

DetailsAbout meall good things

Photo

My photo'sSelect photofrank-lampard-9.jpg

w0401nn-NEC-Showcase Liam-M

Assets

Asset details

Assets

Asset details

Asset details

Medical history


Patient health details


Dynamic Data | Update


Master Data Management


Community > People > Dynamic data > Dynamic data update

Dashboard Profile Dynamic data Transactions Interaction Employment

 **Biography**
Biography of customer.

 **Assets**
Assets

 **Medical history**
Medical history MDM field details for customers.

 **Criminal history**
Find here crime related information.


Context date

Create new version ☐ Yes ☒ No


Patient health details

Patient health details Family health history Mental health


Personal details

Marital status 


Widowed ▼


Gender 

Male ▼

Previous or referring doctor 

Dr. Patel

Date of last physical exam 





06-11-2013 

Dynamic Data | Date tracking and auditing

Master Data Management

History



Close

Log	Start date 	End date	Value	Logged by	Logged on	Action
	05-NOV-2014 16:27	-	Widowed	mark.eves@itouchvision.com	05-NOV-2014 16:28	
	04-NOV-2014 12:23	-	Single	mark.eves@itouchvision.com	04-NOV-2014 12:23	-

Audit log

Operation	Old value	New value	Logged on	Logged by	IP Address
DELETE	Single	-	05-NOV-2014 00:40	mark.eves@itouchvision.com	80.193.34.142
INSERT	Single	-	04-NOV-2014 12:23	mark.eves@itouchvision.com	90.152.127.174

1 - 2

 01-NOV-2013 12:25 04-NOV-2014 12:22 Married mark.eves@itouchvision.com 04-NOV-2014 12:26 

1 - 3

[Export to CSV](#)

Close

Dynamic Data | Create

Master Data Management

Filters

Dynamic data

Collapse AllExpand All

MODULES

People

TABS

Medical history

PAGES

Patient health details

REGIONS

Personal details

ITEMS

Marital status

Gender

Previous or referring doctor

Date of last physical exam

Add item

Page Item Details

CopyMoveDeleteSave

Show AllNameAttributesPlugin settingsAnswer value(s)Child question(s)ValidationsScripting (Admin only)

Name

Region: Personal details

* LabelMarital statusStyleBold

* CodeMARITAL_STATUS_64155_I

* Access level☒ Public☒ Registered☒ AdminAccess roles

* Enabled☒ Yes☐ No

Description

Attributes

* Item TypeSelect list

Textfield, Textarea, Date picker, Select list, Plugin

* Keyboard TypeList of Value(s)

Placeholder* - Select -

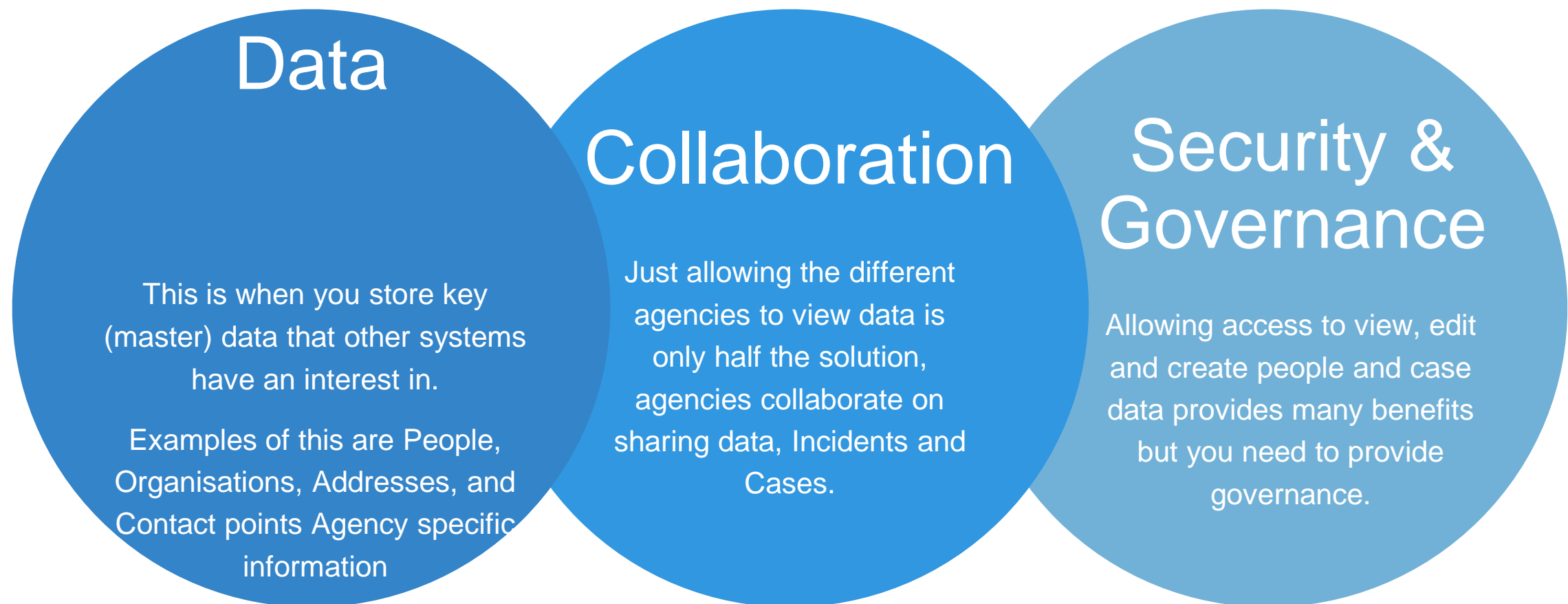
Implementing Master Data Management

- Benefits
- Models
- Approach



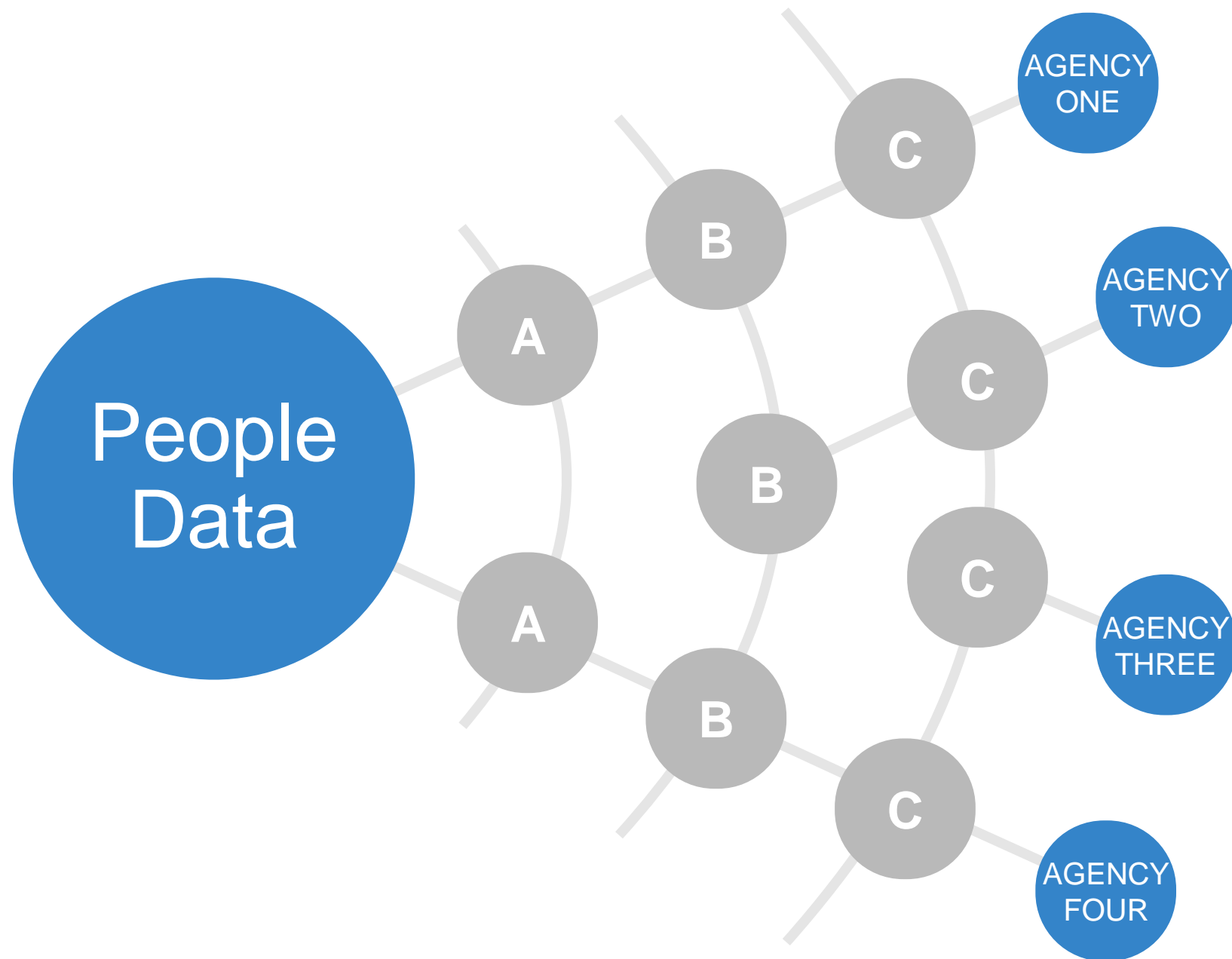
What are the pillars of Master Data Management?

Master Data Management



Your View

Master Data Management



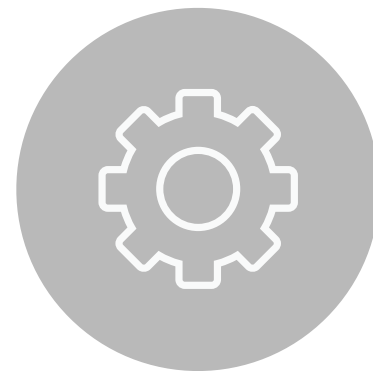
Depending what security and access an agency has they will only see what data they have an interest in

Agency 1 and 4 will see all of the customer data whereas agencies 2 and 3 will see a limited data set.

Different types of MDM

Master Data Management

The IT industry recognises several ways in which an MDM solution can be implemented.



Registration

This will be used where the agency has a older system that is operation critical. These systems will not provide realtime updates and will only link to the master data platform.

Consolidation

This will be used where the agency has a older system where we can't replace do to its criticality and cant integrate to it due to its age. Data is copied from the system periodically and loaded into the MDM solution.

Co-existence

This will be used where the agency has a modern system where we can't replace it due to its criticality. These systems are able call web services to send and receive data.

Centralised

This is where the agency uses the My Council Services platform as their main platform. Data is federated to down stream to other systems.