



SHIRE OF GNOWANGERUP

Digital & Communications

Information & Work Plan

August 2018

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Introduction

The Shire of Gnowangerup's **Corporate Business Plan 17-18 to 20-21** sets out the requirement to "Develop a Digital Strategy to position the Shire as a "Smart Shire" and to maximise the benefits of digital communication technology and initiatives within the Shire for local businesses and the community".

The development of this *Digital & Communications Information and Work Plan* is in direct response to that requirement.

In the first half of 2018, the Shire carried out a Digital Census, to understand the adoption and impact of digital technologies across the region and identify any significant areas of concern from homes and businesses, in their ability to utilise the technology to maximise social and economic advantages.

The Shire concluded that there were several areas where digital technologies, applications and improved infrastructure could support improvements to social and economic amenities, across the region. Many of these improvement objectives had already been expressed in the Shire of Gnowangerup's **Strategic Community Plan 2017-2027**.

It was decided to develop a Digital Work Plan rather than strategy document, as the existing strategic documents had already framed the areas to be focused on. These include:

- Digital Infrastructure
- Digital Community
- Digital Economy, and
- Digital Shire.

The Work Plan has been harmonised with the **Strategic Community Plan 2017-2027**, in order to create a set of actionable tasks and projects, to assist in achieving the objectives and initiatives set out in the original document. The Work Plan represents an instructional document on how the Shire could utilise digital technologies, applications and infrastructure, to support its strategic objectives and initiatives, planned over the next decade.

The *Digital & Communications Information and Work Plan* aims to lay out a clear road map of activity, to both improve the digital capacity and capabilities within the region and identify where this can contribute to the wider operations, management and leadership functions of the Shire.

The main component of this document is a set of digitally associated actions, each aligning to specific objectives and initiatives stated in the **Strategic Community Plan 2017-2027**, grouped under the four key areas of focus set out above. Each action has an indicative delivery timeframe and suggested responsible delivery party. Where delivery is seen as being achieved through collaboration, all parties involved are named.

Through the development and subsequent implementation of this Work Plan, the Shire of Gnowangerup aims to demonstrate its commitment to becoming a Smart Shire. It intends to facilitate increased digital literacy and inclusion across the community and ensure that local businesses and industry can compete effectively through access to best practice digital infrastructure and applications.

Work Plan Development & Implementation

The *Digital & Communications Information and Work Plan* is based on four key focus areas. Each focus area has been harmonised with objectives and initiatives set out in the ***Strategic Community Plan 2017-2027***.

A workshop process was undertaken to identify innovative ideas and actions involving digital methods, to directly address each of the harmonised objectives and initiatives from the ***Strategic Community Plan 2017-2027***. This workshop process involved Councillors, Shire staff and prominent leaders from across the community and business sectors.

Once the ideas and actions were identified, each was then put through a series of strategic filters, to confirm viability, desirability and feasibility for implementation. Those actions and ideas deemed valid following this process have been retained, to form the core intent of the Work Plan.

Each action has then been scoped to determine an indicative timeframe required for completion and identification of the most relevant parties, who would be responsible for achieving this and any associated Key Performance Indicators or stated outcomes. All third parties identified have been nominated based on their specific capacity to support an action and willingness to engage with the Shire.

Several third parties have been nominated on the basis of existing programs they offer to Local Government, to support improved digital literacy, inclusion and skills development. Relevant contact details for these resources and support organisations are provided in schedule 1 of the Work Plan.

Where possible, the ability for the Shire to take on and implement specific actions has been considered, within current resourcing capacity. However, it is expected that a designated person (sponsor) will need to be identified and nominated as the Work Plan champion, tasked to monitor activity and report on progress to the CEO and Councillors.

A few direct actions on the part of the Shire do anticipate the need for a dedicated resource, to drive implementation. Other actions assume that existing staff/positions will be tasked to incorporate this into their existing workload and responsibilities.

The Work Plan also anticipates that the Shire will form partnerships and collaborate with key stakeholders, to enable a number of these actions to be implemented. Where this is expected, the relevant stakeholders, partners or collaborators will be listed. It is anticipated that once this Work Plan has been endorsed for implementation, a copy will be sent to each external stakeholder, partner or collaborator, to both inform them and seek their commitment to support any actions they have been nominated for.

The Work Plan aims to be a living document and to be applied in a flexible manner, where any or all of the actions remain open to adjustment, augmentation or amendment, based on external circumstances and future developments. It is proposed that the Work Plan be reviewed on an annual basis, to adjust both timetable and responsibilities where this appears to be warranted.





Work Plan Development & Implementation (cont.)

Actions would also be omitted, or new ones included based on developing circumstances, particularly the emergence of new State and Federal Government digital programs, new infrastructure investment into the region and the identification of new innovations and technologies that would deliver improved social or economic amenity across the region.

Each action has been prioritised in relation to timeframe based on the following:

- Speed to implement (minimal cost and resourcing required)
- Prerequisite to other actions
- Dependency on third party contributions or collaboration, and
- There is existing capacity within the Shire to support implementation.

A colour coding system has been employed to identify the prioritisation of each action.

Action 	Timeline 	Delivery 	KPI/Outcome 
	Up to 6 months		
	Up to 12 months		
	Up to 2 years		
	More than 2 years		

Digital Action Focus 1: Digital Infrastructure



Digital Action Theme: Digital Infrastructure 1.1





Strategic Community Plan Objective:

1-1: Actively support and develop existing business and attract new local business.

Strategic Community Plan Initiative:

1.1 Lobby for the technological infrastructure necessary to support commercial and business growth.

Transformative Outcome: Remaining areas of Black Spot coverage are addressed and all existing 3G sites upgraded to 4G, across the Shire.

Action	Timeline	Responsible	KPI/Outcome
			
Join the Great Southern Innovation partnership under the Regional New Industries Fund (RNIF).	Within 30 days	The Shire GSDC	Membership
Make submissions to relevant State and Federal Enquiries.	In accordance with submission deadlines	The Shire	Submission lodged
Run an Expression of Interest (EOI), seeking proposals for improved mobile and/or broadband and how the Shire could contribute.	Within 6 months	The Shire	At least 1 response to EOI received

Digital Action Theme: Digital Infrastructure 1.2





Strategic Community Plan Objective:

1-2 For the Shire's business community to have the technology and communication capability necessary to thrive within a competitive environment.

Strategic Community Plan Initiative:

2.1 Actively seek opportunities for improving local communication network infrastructure.

Transformative Outcome: The three major towns are connected in many different ways via state-of-the-art networking technology.

Action 	Timeline 	Delivery 	KPI/Outcome 
Negotiate to support prospective Wireless Internet Service providers seeking funding under the Digital Farm Fund.	Next 12 months	The Shire Crisp Wireless Red Dirt Communications Connect Technology Australia	Shire contribution to new wireless broadband network
Continue to lobby for mobile coverage improvement under the Commonwealth Mobile Black Spots Program	Subject to Program funding rounds	The Shire GSDC	Extra mobile sites established in the Shire
Promote access to Shire owned infrastructure to attract wireless network operators to the area.	Next 12 months	The Shire	Facilities Access Agreement for use of Shire assets

Digital Action Theme: Digital Infrastructure 1.3





Strategic Community Plan Objective:

1-1 Environmentally sustainable leadership.

Strategic Community Plan Initiative:

1.1 Effectively manage resource consumption including water, energy and non-renewable resources and stewardship.

Transformative Outcome: Homes and businesses across the major towns can benefit from smart grid and metering technologies.

Action 	Timeline 	Delivery 	KPI/Outcome 
Lobby for telecommunications connectivity to each home and business, to support smart grids and smart meters.	Ongoing	The Shire Western Power	Smart Meters deployed in main towns

Digital Action Theme: Digital Infrastructure 1.4





Strategic Community Plan Objective:

3-1 Build connectivity between the three communities.

Strategic Community Plan Initiative:

1.1 Strengthen the sense of place and culture and belonging through inclusive community interaction and participation.

Transformative Outcome: Each of the three major towns is connected virtually, supporting collaboration and interactive initiatives.

Action	Timeline	Delivery	KPI/Outcome
			
Establish videoconferencing capability in Borden, Ongerup and Gnowangerup, for community use.	Next 2 years	The Shire	First 3-way video call is made in support of Shire business
Set up main street webcam in each main town for people to observe what is going on locally.	Next 2 years	The Shire	Live images streamed to Shire web site

Digital Action Theme: Digital Infrastructure 1.5





Strategic Community Plan Objective:

4-3 Improve the capability and capacity of the Shire.

Strategic Community Plan Initiative:

3.2 Strengthen customer services.

Transformative Outcome: Each of the three major towns is connected virtually, supporting collaboration and interactive initiatives.

Action 	Timeline 	Delivery 	KPI/Outcome 
Increase the number of Shire transactions and functions accessible online.	Next 2 years	The Shire Market Creations	50% of all transactions are completed online
Explore the option for the Shire to act as the local Internet Service provider.	Within 3 years	The Shire	Broadband access included in rates

Digital Action Focus 2: Digital Community



Digital Action Theme: Digital Community 2.1





Strategic Community Plan Objective:

3-1 Build connectivity between the three communities.

Strategic Community Plan Initiative:

1.2 Actively strengthen relationships with our diverse cultural community.

Transformative Outcome: Create a sense of community across the shire through digital activity.

Action 	Timeline 	Delivery 	KPI/Outcome 
Encourage the use of Social Media through community education programs.	Over next 2 years	The Shire (Library) & CRC	Digital Census shows increased use
Establish an online bulletin board for the Shire.	Next 12 months	The Shire IT Contractor	50% of community groups use this

Digital Action Theme: Digital Community 2.2

Strategic Community Plan Objective:





3-2 Build proud and active residents who participate in local activities and services for the betterment of the community.

Strategic Community Plan Initiative:

2.1 Facilitate a program of community-based events that encourage social interaction within our three communities.

2.2 Increase productivity and where possible value add to Shire delivered community services.

Transformative Outcome: Digital inclusion and literacy is lifted across the Shire, to a standard where digital confidence drives increased online activity.

Action	Timeline	Delivery	KPI/Outcome
			
Develop and roll out a Digital Village Green linked to the Shire website.	Within 2 years	The Shire	Online village Green goes live.
Tap into national digital social justice movement to provide Digital Inclusion training programs.	Within 12 months	The Shire Infoxchange	First training program delivered

Digital Action Theme: Digital Community 2.3

Strategic Community Plan Objective:

3-3 Assist in building the sustainable management of local organisations and community groups.

Strategic Community Plan Initiative:

(No aligned initiative) New Initiative: Develop and deploy online training program aimed at Not for Profit and Community Groups, to increase their capabilities.

Transformative Outcome: All Not for Profit and Community Groups actively use digital technologies to manage their activities and programs.

Action 	Timeline 	Delivery 	KPI/Outcome 
Leverage participation in WAVI, to deploy training for NFP's and community groups, in the use of digital technologies.	Next 12 months	The Shire ICP GSDC	50% of NFP are digitally enabled

Digital Action Theme: Digital Community 2.4

Strategic Community Plan Objective:

3-4 Ensure residents feel safe and confident in their ability to travel and socialise within their community.

Strategic Community Plan Initiative:

(No aligned initiative) New Initiative: Develop and deploy a cyber safety program, to lift awareness and understanding across the community.

Transformative Outcome: Each of the three major towns is connected virtually, supporting collaboration and interactive initiatives.

Action	Timeline	Delivery	KPI/Outcome
			
Establish personal cyber safety training programs	Within 6 months	The Shire (Library) CRC Infoxchange	50 people attend program
Report common cyber security and safety issues on the website and community bulletin board.	Within 12 months	The Shire	First alert published

Digital Action Focus 3: Digital Economy



Digital Action Theme: Digital Economy 3.1

Strategic Community Plan Objective:

1-1 Actively support and develop existing business and attract new local business.





Strategic Community Plan Initiative:

1.5 Facilitate knowledge sharing and learning opportunities.

1.2 Create business and community Partnerships.

New Initiative: Develop and deploy a Digital Business training program.

Transformative Outcome: There is an increased use of digital technologies across the Shire by industry and individual enterprises (including Tourism).

Action 	Timeline 	Delivery 	KPI/Outcome 
Participate in WAVI.	Next 12 months	The Shire ICP GSDC	Commence using Webex Teams
Explore setting up an innovation hub in Gnowangerup.	Next 2 years	The Shire GSDC	First local start-up launched
Facilitate local micro businesses, mentored by existing business people.	Next 18 months	The Shire	Micro Business Forum launched
Develop digital prospectus for key industrial properties available across the Shire and promote these online. Work with State Government to digitally promote.	Next 12 months	The Shire Landgate LANDCORP GSDC	2019 Prospectus launched
Create Interactive local tourism app and link to other prominent WA tourism apps.	Next 2 years	The Shire Selected App developer	App launched

Digital Action Theme: Digital Economy 3.2

Strategic Community Plan Objective:





1-3 Enhance and develop the tourism industry to promote growth and prosperity.

Strategic Community Plan Initiative:

3.1 Develop partnerships to actively support visitor growth.

3.2 Leverage our environmental, built, heritage and social assets in the promotion of tourism.

Transformative Outcome: Gnowangerup is known as a WA digital enabled tourism destination.

Action	Timeline	Delivery	KPI/Outcome
			
Negotiate advertising space on target audience websites.	Within 18 months	The Shire GSDC	First add displayed
Leverage local natural and heritage assets in the promotion of the Shire (online and in print).	Within 12 months	The Shire Local Drone Pilot	Content portfolio assembled
Look at development of VR & AR apps, using content captured and supplied locally.	Within 2 years	The Shire Local High school	Exhibition launched
Explore development of a local heritage and tourism app.	Next 2 years	The Shire Selected App developer	App launched
Explore the establishment of digitally enabled trails.	Next 18 months	The Shire GSCORE	First trail launched

Digital Action Theme: Digital Economy 3.3





Strategic Community Plan Objective:

3-1 Build connectivity between the three communities.

Strategic Community Plan Initiative:

New Initiative: Build a single shire wide online business directory.

Transformative Outcome: Every business in the region is digitally promoted via online directory.

Action	Timeline	Delivery	KPI/Outcome
			
Create a shire wide online business directory.	Within 6 months	The Shire	Directory goes live
Incorporate a business listing on the directory via payment of annual rates.	Within 12 months	The Shire	100% listed in 2020
Create self-registration page for new businesses to list on the directory.	Within 18 months	The Shire	First listing created
Offer complimentary listing for the first 12 months to all new businesses who set up or move to the region.	Within 12 months	The Shire	TBA

Digital Action Focus 4: Digital Council



Digital Action Theme: Digital Council 4.1

Strategic Community Plan Objective:





2-1 Environmentally sustainable leadership.

Strategic Community Plan Initiative:

1.1 Effectively manage resource consumption including water, energy and non-renewable resources and stewardship.

1.2 Reduce waste through reduction, re- use and recycling of waste products.

Transformative Outcome: Homes and businesses produce lower levels of waste disposed through rubbish collections.

Action	Timeline	Delivery	KPI/Outcome
			
Set up education program in schools to teach kids to be waste leaders.	Next 12 months	The Shire Local P&C Local High school	First class program commences
Measure the level of waste per household using weight sensors in bins and track against annual allocation.	Within 2 years	The Shire ICP	Sensor identified Proof of Concept validated
Apply annual rates waste allocation (like water), excess waste attracts extra fees, lower waste receives discounts.	Within 3 years	The Shire	Council endorsed
Establish an e-Waste program, where disposed items are refurbished and then reused by people in the community with no access to digital devices.	Within 2 years	The Shire ACTIV Foundation	First collection Digital Device Library established

Digital Action Theme: Digital Council 4.2





Strategic Community Plan Objective:

2-3 Enhance, preserve and protect local ecology and biodiversity of natural ecosystems.

Strategic Community Plan Initiative:

3.1 Conserve and enhance open spaces.

Transformative Outcome: Green space across the shire is more cost effective to operate and manage.

Action 	Timeline 	Delivery 	KPI/Outcome 
Explore the use of environmental sensors to monitor conditions and physical impacts on reserves and green spaces.	Within 3 years	The Shire ICP Curtin University	Early detection for maintenance intervention

Digital Action Theme: Digital Council 4.3





Strategic Community Plan Objective:

6-2 Facilitate and integrate housing options, local services, employment and recreational spaces.

Strategic Community Plan Initiative:

2.2 Provide appropriate open space to recreate and connect with nature.

Transformative Outcome: Recreation activities across the shire increase and utilization rates of public open space can now be tracked accurately.

Action	Timeline	Delivery	KPI/Outcome
			
Explore the transformation of existing playgrounds and sporting facilities into Smart parks.	Next 3 years	The Shire	Increased utilisation
Apply data analytics to better understand usage of public open spaces.	Next 12 months	The Shire Curtin University	Improved space management

Digital Action Theme: Digital Council 4.4

Strategic Community Plan Objective:




4-1 Provide accountable and transparent leadership.

Strategic Community Plan Initiative:

1.2 Integrate planning, resources and reporting.

1.3 Demonstrate accountability through robust reporting that is relevant and easily accessible by the Community.

Transformative Outcome: Operations and management decisions are made through informed insights, which are also published online for Community awareness.

Action	Timeline	Delivery	KPI/Outcome
 <p>Explores use of digital analytics, to identify efficiencies and productivity gains across shire operations.</p>	Next 18 months	 <p>The Shire Curtin University</p>	 <p>Data informed management changes</p>
<p>Explore the use of Infographics, pictograms, to promote ongoing activity, achievements and key information documents such as the budget and Strategic Community Plan.</p>	Next 18 months	<p>The Shire Market Creations</p>	<p>Infographic published for Annual Budget</p>

Digital Action Theme: Digital Council 4.5

Strategic Community Plan Objective:





4-3 Improve the capability and capacity of the Shire.

Strategic Community Plan Initiative:

3.1 Improve organisational systems with a focus on innovative solutions.

3.2 Strengthen customer service

Transformative Outcome: Ratepayer satisfaction is measured at high levels.

Action 	Timeline 	Delivery 	KPI/Outcome 
Explores the use of Cloud and Mobility solutions, to enhance service delivery and provide information access to the public.	Next 12 months	The Shire	Shire mobile app launched
Investigate the deployment of interactive and online service delivery applications, to improve customer service and transaction response times.	Next 2 years	The Shire	Online payment for 50% of transactions
Establish an online feedback mechanism for rate payers to engage on Council functions (<i>fix my road</i>).	Next 12 months	The Shire	First feedback request logged online

Digital Action Theme: Digital Council 4.6

Strategic Community Plan Objective:


5-2 Effective management to conduct business in a financially sustainably manner.

Strategic Community Plan Initiative:

2.1 Manage liabilities and assets through a planned long-term approach

2.3 Seek out efficiencies and regional collaborations to reduce service delivery costs.

Transformative Outcome: Road maintenance is more efficient and leads to early intervention for repairs. The Shire improves cross collaboration between business units and Councilors.

Action 	Timeline 	Delivery 	KPI/Outcome 
Implement drone surveillance of roads on a regular basis, to survey conditions and need for maintenance.	Next 18 months	The Shire Selected Drone Contractor	First road surveyed
Explore the use of web based collaboration tools for: <ul style="list-style-type: none"> • Project management • Management meetings • Communication with elected officials, and • engagements between depots and facilities located in each of the three main towns 	Next 2 years	The Shire ICP	TBA
Enhance Road Grant submissions through use of drone photo survey images.	Next 2 years	The Shire	Included in Grant Submission

Digital Action Theme: Digital Council 4.7





Strategic Community Plan Objective:

6-3 To provide facilities of the highest quality which reflect the needs of the community now and into the future.

Strategic Community Plan Initiative:

3.1 Develop an understanding of the demographic context of local communities to support effective facility planning.

Transformative Outcome: Investment and development decisions are made through informed analysis.

Action	Timeline	Delivery	KPI/Outcome
			
Explore the value in applying digital analytics, to identify efficiencies and productivity gains across its operations.	Next 18 months	The Shire Curtin University	Data informed management changes
Maintain a local digital profile of the Shire, to track improvement and transformation	Every 12 months	The Shire Optimi Digital	Positive improvement in digital activity

Digital Action Theme: Digital Council 4.8





Strategic Community Plan Objective:

6-4 Manage current and future assets and infrastructure.

Strategic Community Plan Initiative:

4.1 Continue to improve asset management practices.

Transformative Outcome: Repair and maintenance is more responsive and key capital assets are maximized.

Action	Timeline	Delivery	KPI/Outcome
			
Consider the use of asset tracking sensors on all major plant and equipment, to optimise usage.	Next 2 years	The Shire	50% of assets are tracked
Explore the use of <i>just in time</i> work scheduling, feeding <i>computer aided dispatch (CAD)</i> to works vehicles.	Next 3 years	The Shire	Quicker response times for repairs & maintenance
Implement online community feedback system for repairs and maintenance reporting (<i>fix my road</i>).	Next 12 months	The Shire	First feedback request logged online

Glossary

Term	Description
GSDC	Great Southern Development Commission
WAVI	Western Australian Virtual Innovation network
ICP	Innovation Central Perth
WA	Western Australia
NBN	National Broadband Network
WISP	Wireless Internet Service Provider
KPI	Key Performance Indicator
3G	Short for third generation, is the third generation of wireless mobile telecommunications technology.
4G	Is the short name for fourth-generation wireless, the stage of broadband mobile communications that will supersede the third generation (3G).
RNIF	Regional New Industries Fund – see http://www.drd.wa.gov.au/projects/Economic-Development/Pages/regional_new_industries_fund.aspx
MBSP	Mobile Black Spot Program – see https://www.communications.gov.au/what-we-do/phone/mobile-services-and-coverage/mobile-black-spot-program
Smart Grid	An electricity supply network that uses digital communications technology to detect and react to local changes in usage.
Smart Meter	A smart meter is an Internet-capable device that measures energy, water or natural gas consumption of a building or home.
CRC	Community Resource Centre
Bulletin Board	A bulletin board system (BBS) is a computer application dedicated to the sharing or exchange of messages or other files on a network.
App	An app is computer software, or a program, most commonly a small, specific one used for mobile devices.

Infographic	An infographic (information graphic) is a representation of information in a graphic format designed to make the data easily understandable at a glance.
Pictogram	A pictogram is a chart that uses pictures to represent data.
Cloud	The practice of using a network of remote servers hosted on the Internet to store, manage, and process data, rather than a local server or a personal computer.
Mobility	A generic term that refers to a variety of devices that allow people to access data and information from wherever they are.
Digital Village Green	A village green is a common open area within a village or other settlement. Supports communal use and activities. The digital version is found online.

Schedule 1: Third Parties

Organisation	Contact
TADWA (Technology Assisting Disability WA)	Steve Pretzel, Chief Executive Officer 371 Collier Road, Bassendean, WA 6054 PO Box 266, Bassendean, WA 6934 (08) 9379 7400 steve.pretzel@tadwa.org.au www.tadwa.org.au
Great Southern Development Commission	Angela Simpson, Regional Director Pymont House, 110 Serpentine Road, Albany WA 6330 PO Box 280 Albany, WA 6331 (08) 9842 4888 0427 424 811 angela.simpson@gsdc.wa.gov.au www.dpir.wa.gov.au www.gsdc.wa.gov.au
Crisp Wireless Pty Ltd	Maree Gooch, Chairperson 0438 374 136 www.crispwireless.com.au PO Box 1004, Narrogin WA 6312
Active Foundation	327 Cambridge Street, Wembley WA 6014 PO Box 446, Wembley WA 6913 (08) 9387 0555
Infoxchange	33 Elizabeth Street, Richmond VIC 3121 (03) 9418 7400 www.infoxchange.org/au www.godigi.org.au/

Australian Digital Inclusion Alliance	Alliance Facilitator 0448 515 563 jhuigen@digitalinclusion.org.au www.digitalinclusion.org.au
Business Foundations	Wesley Central, Suite 103/2 Cantonment Street, Fremantle WA 6160 PO Box 1616, Fremantle WA 6959 admin@businessfoundations.com.au (08) 9336 8000
Market Creations	Perth Office 26 Railway Rd, Subiaco WA 6008 (08) 6168 1000 mc@marketcreations.com.au

Schedule 2: ICT Alignments

Action	ICT Alignment
Page 10: Establish videoconferencing capability in Borden, Ongerup and Gnowangerup, for community use.	Collaboration technology - Videoconferencing
Page 10: Set up main street webcam in each main town for people to observe what is going on locally.	Wide Area Network – webcam Website - content
Page 11: Increase the number of Shire transactions and functions accessible online.	Website - interactivity
Page 13: Establish an online bulletin board for the Shire.	Website - interactivity
Page 14: Develop and roll out a Digital Village Green linked to the Shire website.	Website - interactivity
Page 16: Report common cyber security and safety issues on the website and community bulletin board.	Website - content
Page 20: Create a shire wide online business directory.	Website - interactivity
Page 20: Create self-registration page for new businesses to list on the directory.	Website - interactivity
Page 23: Explore the use of environmental sensors to monitor conditions and physical impacts on reserves and green spaces.	Wide Area Network - IOT
Page 26: Explores the use of Cloud and Mobility solutions, to enhance service delivery and provide information access to the public.	Applications – Cloud Applications - Mobility
Page 26: Investigate the deployment of interactive and online service delivery applications, to improve customer service and transaction response times.	Website - interactivity
Page 26: Establish an online feedback mechanism for rate payers to engage on Council functions (<i>fix my road</i>).	Website - interactivity

<p>Page 27: Explore the use of web-based collaboration tools for:</p> <ul style="list-style-type: none"> • Project management • Management meetings • Communication with elected officials, and • engagements between depots and facilities located in each of the three main towns 	<p>Applications – Cloud, collaboration & productivity</p>
<p>Page 29: Consider the use of asset tracking sensors on all major plant and equipment, to optimise usage.</p>	<p>Wide Area Network - IOT</p>
<p>Page 29: Explore the use of just in time work scheduling, feeding computer aided dispatch (CAD) to works vehicles.</p>	<p>Applications - CAD</p>
<p>Page 29: Implement online community feedback system for repairs and maintenance reporting (fix my road).</p>	<p>Website - interactivity</p>