

# Welcome

Good to **Great Journey**

North Ayrshire Council Building Services  
ICC (Intelligent Coordination Centre)

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North Ayrshire Council  
Comhairle Siorrachd Àir a Tuath

Increase Staff  
Contribution

Increase Customer  
Engagement

Increase Public  
Consultation &  
Engagement



PROCESSES



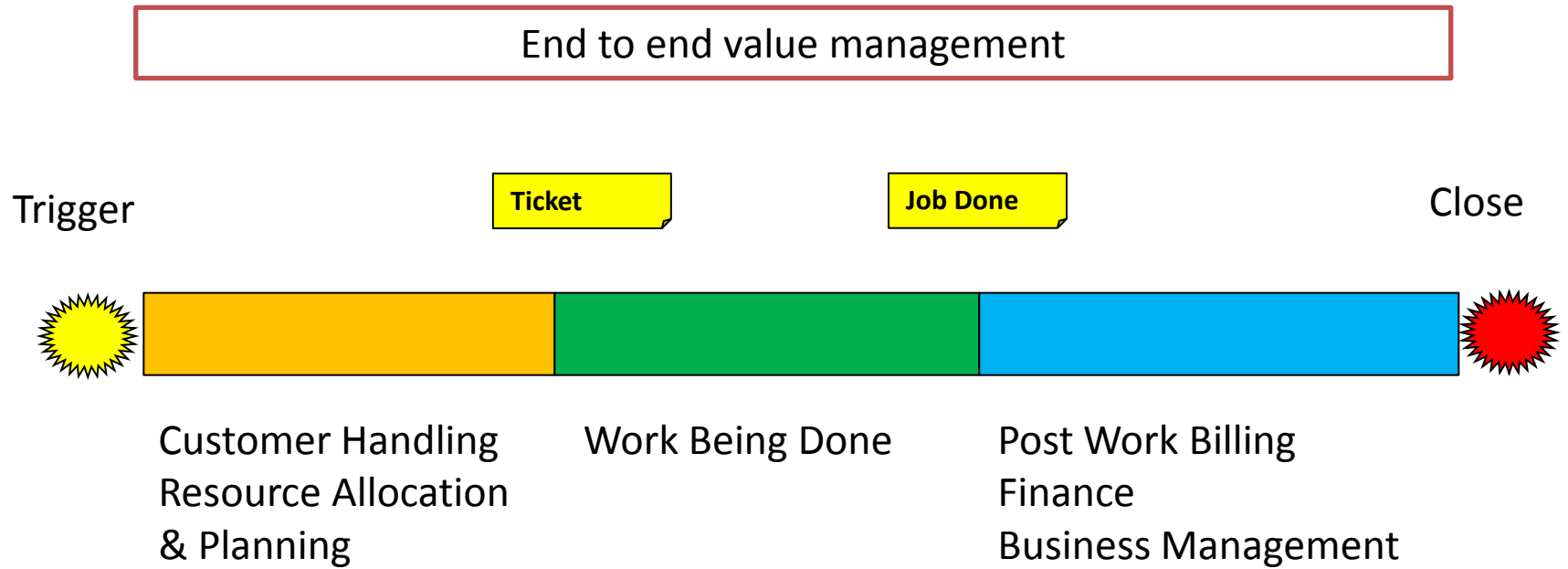
PEOPLE



Increase  
Innovation /  
Creativity



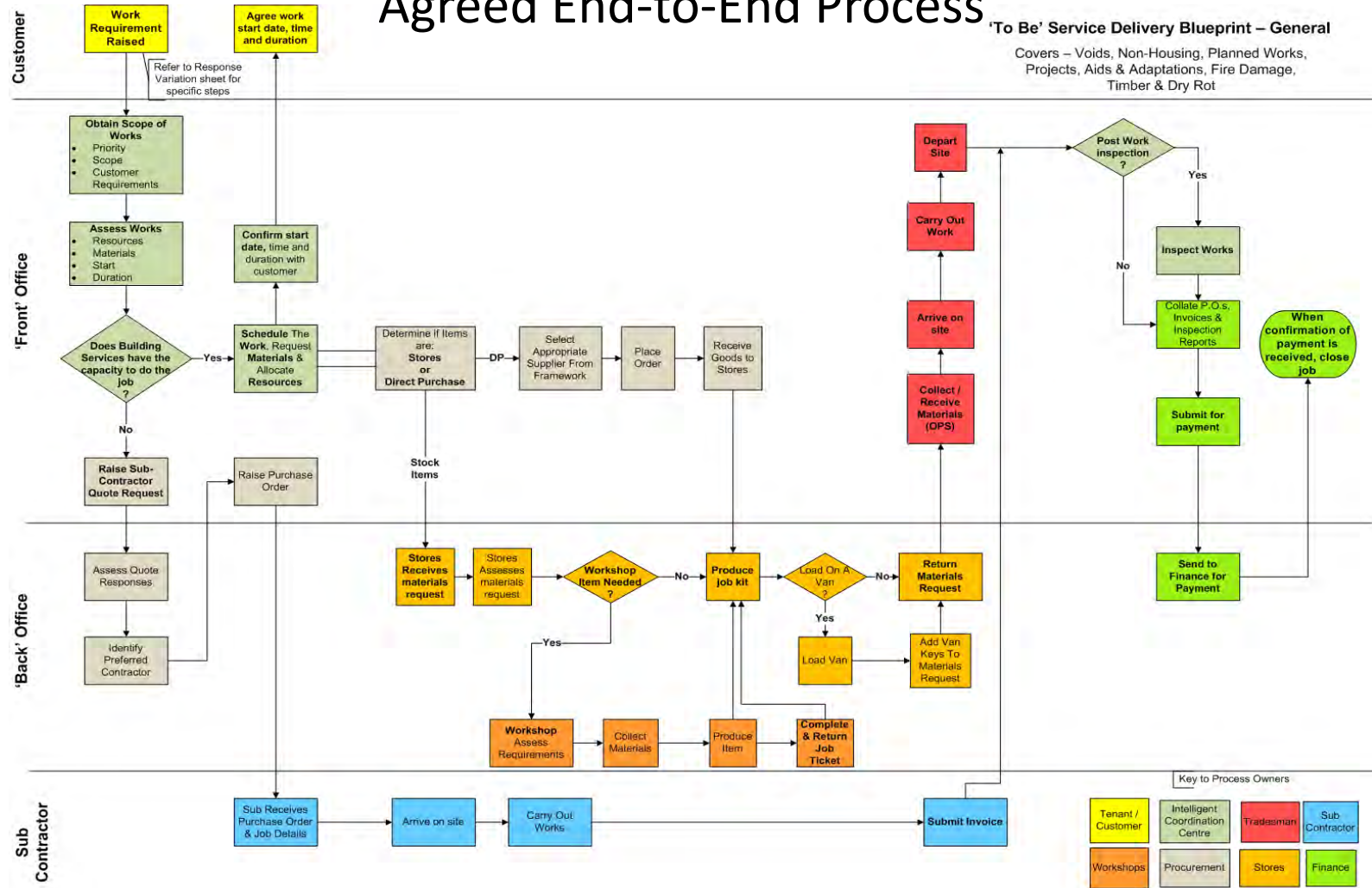
# Building Services Value Stream



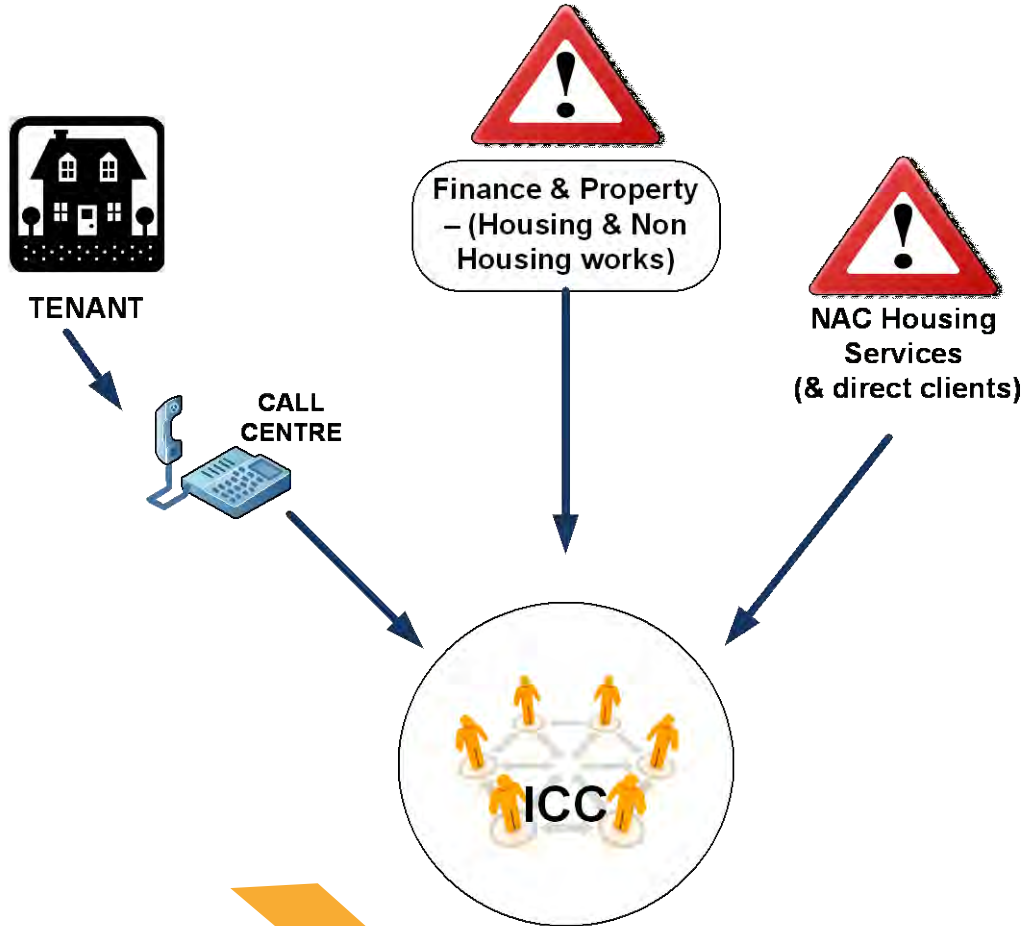
# Agreed End-to-End Process

## 'To Be' Service Delivery Blueprint – General

Covers – Voids, Non-Housing, Planned Works, Projects, Aids & Adaptations, Fire Damage, Timber & Dry Rot



# ICC (Intelligent Coordination Centre) - CONCEPT



There are four main roles within the ICC:-

## Primary Role

- To act as the single point of contact
- Coordinate and project manage all jobs
- Maintain plans and control works
- Match resources to work types



# ICC's Rapid Creation Event 4<sup>th</sup> June – 7<sup>th</sup> June 2013

- ❖ Rapid Creation Event (RCE) – 4 day training event
  
- ❖ Day 5 - ICC goes live
  - ✓ Testing ICC & Operations interfaces/issues
  - ✓ Ticket management
  - ✓ Planning/Scoping
  - ✓ Cancelling a job
  - ✓ Handling follow up work



# NAC Building Services ICC (Intelligent Coordination Centre)

