

Kaipara District Council enabling business continuity with Teams

Highlights

- Remote working driven by COVID-19 lockdown
- iWorkplace Teams Framework enabled rapid deployment
- Benefits seen immediately and retained beyond lockdown. Enhanced engagement, retention of team culture, reduced volume of email and improved project management
- Tools are perceived as intuitive and easy to use

"I can find things more easily and communicate more readily"

Michael Juer,
IT Project Manager

Kaipara District Council

The Kaipara District is in the heart of Northland, with a population of approximately 25,000, mainly living in rural areas. Kaipara District Council (KDC) had emerged from a period of compulsory administration in 2016. The new management team were continuing to focus on transforming their approaches to risk, customer service and organisational culture to become a modern and collaborative council.

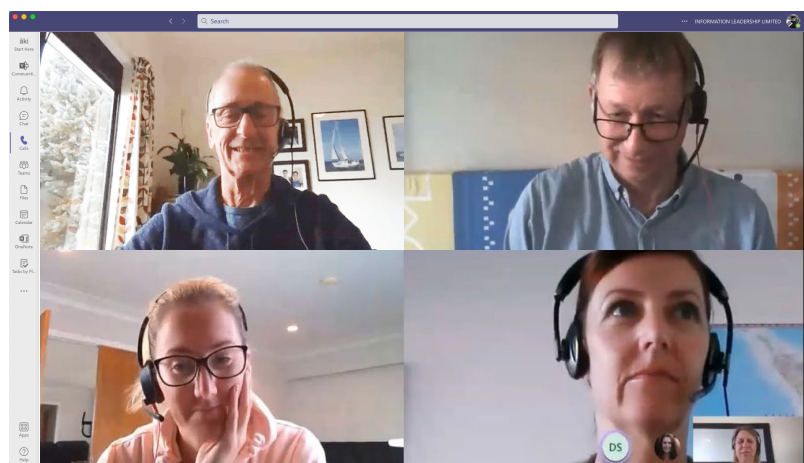
The executive team were using tech as a catalyst to drive change, coupled with defining the values of the organisation.

Customer Challenge

- At a pivotal time in the digital transformation project, New Zealand went into its first COVID-19 lockdown
- KDC reprioritized and accelerated Teams deployment to support collaboration while staff were working from home
- The pressure was on to ensure staff could continue to deliver services to citizens while working from home
- There was variable digital literacy amongst staff and an initial reluctance from some staff to learn new ways of working

The Solution

- Information Leadership have been working with KDC to develop an **EDRMS** (Electronic Document and Records Management System) and had capability-building training for some staff. They had also started working with KDC to create a knowledge-based intranet on M365; this included
 - **SharePoint** (for document management)
 - **Teams** (for collaboration)
 - **Stream** (video)
 - **OneNote** (note taking)
 - **Planner** (task management)
 - **Azure** to enable the system to operate in the cloud



- The team developed training on the new tools remotely using **Teams** and broke it down into small digestible chunks more conducive to an online environment
- They also used Teams to provide support to staff through training videos and support through video calls and instant chat
- They used Information Leadership's solution accelerator **iWorkplace Teams Framework** to build a process to streamline and rapidly roll-out structured Teams across the Council
- **Remote working** - Within 24 hours of the announcement of lockdown, 75% of the KDC customer services team were delivering exceptional customer services to citizens while working remotely, due to ease of access to M365 at home
- **Engagement** across the council has improved; discussions happen in Teams without being hidden in inboxes and uptake has been high as the tools are perceived as intuitive and easy to use
- **Improved project management**, including visibility of tasks, communication and control

Results

- **Rapid transformation** - Teams was deployed to the whole organisation inside a week through automated provisioning and workflow
- **Team culture** - The use of Teams during remote working has supported the retention of a close team culture
- **New ways of working** - Teams has been seen to support new ways of working which has continued even when not in lockdown
- **Reduced volume of email** across the organisation

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