Appendix 1

Defining LGSS – Design Principles

Workstreams	Level 1 Design Principles
Processes	1. Services will be designed with the customer in mind, but based on self help 2. Provide a high-performing service measured against industry best practice 3. Common policies and processes will be adopted providing value for money 4. Hand-offs/interfaces to retained client organisations will be optimised
Organisation (LGSS & customer authorities)	5. Designed by local government for local government 6. Customer focused organisation and culture 7. Organisational capability will be established to target and take on new customers 8. High performing teams – employer of choice
Information	9. Performance driven enabling continuous service improvement 10. Comprehensive and standard reporting framework will be available 11. Quality assured data management policy and process
Technology & Infrastructure	12. High quality accessible platform based on proven software and technology 13. Progressive multi-site infrastructure to support customers 14. Value added services will be developed and offered to customers
Location	15. LGSS will be responsible for location strategy 16. Some services require face-to-face contact and will be located on client sites 17. Some expert services will need to be peripatetic