



Objective's simple and efficient consultation system empowers the community to be fully informed and contribute to the plan.

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ORGANISATION

States of Guernsey

INDUSTRY

Public Sector - Local Government

SOLUTION

Objective KEYSTONE

BENEFITS AT A GLANCE

- Online response rate of over 75%
- Increase in resource efficiency
- Secure multiple authoring on a single document version
- Less reformatting of documents
- Increased transparency of all representations
- Simplifying the representation process through a personalised online portal
- Stakeholder, representation and internal response data in one secure location

A simple and efficient consultation system that complies with the required laws while maximising engagement with the community.

The States of Guernsey is the name given to the government of Guernsey.

The government of Guernsey's strategic aims are to:

- Improve the quality of life of Islanders
- Secure the Island's economic future
- Protect the Island's environment, unique cultural identity and rich heritage.

The States of Guernsey employs around 5,500 people across ten 'service' departments plus the Policy Council. This equates to around 18% of Guernsey's working population and makes the States of Guernsey the largest employer on the Island.

THE REQUIREMENT

The States of Guernsey wanted to engage with all of its 65,000 residents on the Island Development Plan. This plan would be will be the principal policy document the Environment Department uses to determine land planning applications.

Given that the previous development plans were reviewed eleven years ago and prior to adopting Objective Keystone, The States of Guernsey's only solution to this problem was to use a combination of Microsoft Word, Excel and Access to completed the process.

Owing to the controversial nature of land use planning and the general expectation that a large number of representations were likely to be made in support or opposition of the draft Island Development Plan, a system was sought that:



- Demonstrated compliance and efficiency in delivering the legislative processes associated with the plan inquiry
- Enabled intuitive access for stakeholder representation on the Plan
- Increased process transparency resulting in a Plan that takes into account the views of the community
- Storage of all Plan related content in one accessible location for (internal) officers and (external) stakeholders
- Ability to cater for custom extraction of data as required for the inquiry processes
- All of the above to be delivered in a strict project timeframe

ABOUT OBJECTIVE CORPORATION

Objective Corporation (ASX:OCL) creates information and process governance solutions that are effortless to use and enable organisations to confidently advance their own digital transformation.

Designed for regulated industries, these solutions turn the imperative of compliance, accountability and governance into an opportunity to streamline business processes and deliver the innovative services that customers expect.

With a heritage in Enterprise Content Management (ECM), Objective's expanded solutions extend governance across the spectrum of the modern workplace; underpinning information, processes and collaborative work-spaces.

Through a brilliant user experience, people access the information they need to progress processes from wherever they choose to work.

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THE APPROACH

Objective's proven implementation methodology was used to deliver the project in time for the planned launch date. The project design was delivered by the Objective Keystone Professional Services team and consisted of 9 core days:

- Business analysis – mapping the current client business processes to the new software
- Education – provision of tailored software education to users
- Coach to completion – onsite consultancy to assist in project completion and go live

In addition to the above, the dedicated Objective Keystone helpdesk supported the client through all project stages.

THE OUTCOMES

Objective was chosen after an extensive research initiative carried out to find a solution that catered for both the collaborative processes involved in creating the Island Development Plan as well as consulting on the Plan content with stakeholders.

Moreover the States of Guernsey required an experienced partner that had successfully implemented projects with complex yet different frameworks to the UK. Objective's proven approach has enabled the States of Guernsey to successfully accommodate the requirements of laws, ordinances and statutory instruments, while maximising the engagement with the Island's community.

The States of Guernsey will be considering how Objective Keystone can be used on new policy proposals and services in the future.