

partnership

succeeding through innovation

Case Study: Leicester City Council and
De Montfort University

"De Montfort University brought a wealth of expertise and friendly scrutiny that contributed to a successful project. The KTP student brought enthusiasm and new ideas into our business that was energising. I was very pleased when he accepted a job with the City Council."

Jill Craig, Director (Information & Support)

Background

The Information & Support Service leads on policy and strategy for information management and information technology for Leicester City Council. The Council is responsible for 1,000 diverse services and the KTP formed part of a drive to increase the usability and availability of self-service over the web.

Objective

To improve the integration, and personalisation, of web-based council services, significantly increasing their rate of use by the citizens of Leicester. Website users can face multiple log-in portals to different parts of the website, and the project aims to link all of these to a secure, once only login.

Company benefits

- The number of people using the website increased by over 304,000 during the course of the project and customers reported an increase in the success of their visit
- Increased knowledge/skills in designing systems that are both secure and easy to use
- Increased knowledge and confidence in the use of distributed systems has led to new designs for customer service provision
- 42 staff trained

Associate benefits

Simon Robinson has enhanced his career opportunities and is now employed as a Systems Architect at LCC. Simon has also:

- Gained a thorough understanding of the design and analysis of database systems
- Implemented a Services-Orientated Architecture (flexible set of design principles used during the phases of systems development and integration)
- Attended conferences on System Design and Information Security
- Received project management experience



"I had the opportunity to propose, and set the high-level design for a £1.2m project and to improve system design and documentation within the organisation. Without the support of a KTP I would not have achieved so much at this stage in my career." **Simon Robinson, KTP Associate**

University benefits

- Concrete examples of identity management, authentication control in SOA, which is used to illustrate concepts in DMU's MSc Computer Security modules
- Two new directly relevant taught postgraduate courses and one undergraduate course
- Practical applications of security work which will enhance teaching
- Case study material

The KTP overall has contributed towards the University's teaching and has influenced research.

Partnership outcomes

As a direct result of the KTP the council have embarked on an ambitious transformational program to better leverage the benefits of the improved web transactions and integrated systems. DMU and the Council have continued to work together and DMU has been contracted to carry out training at LCC.

Get in touch

For more information about how we can help your business, call (0116) 257 7028 and speak to a member of the Knowledge Exchange Team, alternatively visit dmu.ac.uk/ktp

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