

Dear Requester

Thank you for your request for information about the councils digital platform. I am pleased to be able to provide the following information in response to your questions:

Website

Please provide the name, email address and telephone number for your head of ICT (or similar role), who is responsible for the main council website and intranet:

Luke Barrett (Head of Communications and Marketing); luke.barrett@nottsc.gov.uk; 0115 980 44421

Is your council website currently developed in-house?

Yes

Is it hosted internally or externally?

Internally

Are there any plans to review provision of your corporate website?

Website content is constantly reviewed and updated, while functionality enhancements follow an iterative development model.

Intranet

Is your council intranet currently developed in-house?

Yes

Is it hosted internally or externally?

Internally

Are there any plans to review provision of your corporate intranet?

Intranet content is constantly reviewed and updated, while functionality enhancements follow an iterative development model.

AI

Do you have any plans to deliver citizen facing AI chatbot functionality? If so, when would you want this to be available?

We have carried out some initial user testing around the use of chatbot technology and further investigation and usage forms part of the Council's digital development programme over the next two years.

I hope that you find this information to be helpful, however if you are unhappy with the way in which your request has been handled, then please email us at foi@nottsc.gov.uk quoting the reference NCC-038762-19 and we will be happy to review your request

Complaints, Information and Mediation Officer
Nottinghamshire County Council