Capita

Address Cleaning Work Package

Professional Services

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Contact Capita

Contact your account manager or simon.pixley@capita.com for further details relating to this.

Contents

Introduction

Addresses are a fundamental part of the Capita One system. High quality address data is of critical importance to many of the services which reply on the system for their day-to-day processes. As more services move towards using self-service portals, poor quality address data can also be exposed to members of the public or external organisations which can be damaging to the Local Authorities reputation and cause confusion for the end user.

Benefits

▸ Accurate address data is available for selection through the self-service portals. This can significantly reduce the number of records that go into Conflict management.

▸ Reduce the need to manually add address records to the database.

▸ Duplicate addresses are removed.

▸ Improved data quality.

▸ Reduce the risk of correspondence being sent an incorrect address.

▸ More accurate distances recorded in the Admissions and Transfers module.

▸ More accurate routes can be calculated in the Transport module.

▸ Accurate data enables Web Address Validation (WAV) to be enabled between Capita One and Capita SIMS. This can significantly reduce the number of records that go into B2B Conflict Management.

▸ Enables the Social Network to function as designed.

Pre-requisites

Prerequisites the customer must have in place in order to receive the work package.

▸ SQL tools, Toad or other SQL app for running SQL scripts

▸ Login for the main database and emsprocs

▸ Access to Back Office and V4 System Admin

▸ Excel for providing outputs

▸ SSRS for running pre tidy reports

▸ Full LLPG (7.3.1) file(s) or Full AddressBase Premium (Epoch 39 or above) files imported into LIVE and TEST ensuring the correct LA Defaults are used.

Service Overview

All sessions are delivered remotely unless otherwise agreed. This standard work package consists of a total of six days. This is three days making the changes in Test and three days making the changes in Live.

If you are unable to facilitate the use of WebEx in your LA please speak to your Capita Account Manager who will be able to quote for an on-site delivery model.

Capita believe in a strong emphasis on a proactive partnership with the customer. The Capita Project Coordinator will work closely with the customer's appointed Project Lead throughout the project in order to achieve this. The Capita Project Coordinator is the coordinating Capita staff member assigned to the project and is therefore able to respond authoritatively to the needs of the project and will actively and continually monitor progress on all risks, issues, actions and decision in order to ensure successful delivery.

Service Details

Step 1: Auto Match and Analyse (Test)

Key Prerequisites (full list provided in RAID log)

- Access to emsmain and emsprocs database vis SQL tools or similar SQL app.

- SSRS Report access to load and run reports

Objectives

- Analise existing address data. Auto Match LLPG/AddressBase files to the One database

Audience

- System Administrator

Standard Agenda

- Analyse address data

- Backup address tables

- Bulk Match existing addresses with LLPG/AddressBase Premium data

- Remove telephone numbers and OSAPRs

Outcomes

- Full address database matched to any existing database using standard system matching.

Step 2: Fuzzy Match and Update (Test)

Key Prerequisites (full list provided in RAID log)

- Access to emsmain and emsprocs database vis SQL tools or similar SQL app.

- SSRS Report access to load and run reports

Objectives

- Additional matching and tidy of existing address to the imported data using fuzzy matching routines

Audience

- System Administrator

Standard Agenda

- Fuzzy match remaining addresses

- Update dwelling and street data to match LLPG/AddressBase Premium data

- Add missing streets

- Re-link dwellings to correct street records

- Add missing properties

Outcomes

- Full address database imported into One and matched to any existing database using standard system and fuzzy matching.

Step 3: Address Tidy (Test)

Key Prerequisites (full list provided in RAID log)

- Access to emsmain and emsprocs database vis SQL tools or similar SQL app.

- SSRS Report access to load and run reports

- Access to System Administration Online

Objectives

- Run the built in Address Tidy routine and compare data before and after Address Cleaning Service

Audience

- System Administrator

Standard Agenda

- Remove blank addresses

- Remove unused dwellings and streets

- Remove duplicate addresses

- Analysis address data

Outcomes

- At least 95% or more addresses in One now matching LLPG data

Step 4: Q & A

Key Prerequisites (full list provided in RAID log)

- ▸ Access to emsmain and emsprocs database vis SQL tools or similar SQL app.
- ▸ SSRS Report access to load and run reports
- ▸ Access to System Administration Online
- ▸ Access to Back Office

Objectives

- ▸ Discuss the output and answer any questions

Audience

- System Administrator

Standard Agenda

- Discuss Outcome
- Request sign off so the steps can be run in live

Outcomes

- LA Happy to sign off for Test and work to commence from Step 5

Step 5: Auto Match and Analyse (Live)

Key Prerequisites (full list provided in RAID log)

- Access to emsmain and emsprocs database vis SQL tools or similar SQL app.

- SSRS Report access to load and run reports

Objectives

- Analise existing address data. Auto Match LLPG/AddressBase files to the One database

Audience

- System Administrator

Standard Agenda

- Analyse address data

- Backup address tables

- Bulk Match existing addresses with LLPG/AddressBase Premium data

- Remove telephone numbers and OSAPRs

Outcomes

- Full address database matched to any existing database using standard system matching.

Step 6: Fuzzy Match and Update (Live)

Key Prerequisites (full list provided in RAID log)

- Access to emsmain and emsprocs database vis SQL tools or similar SQL app.

- SSRS Report access to load and run reports

Objectives

- Additional matching and tidy of existing address to the imported data using fuzzy matching routines

Audience

- System Administrator

Standard Agenda

- Fuzzy match remaining addresses

- Update dwelling and street data to match LLPG/AddressBase Premium data

- Add missing streets

- Re-link dwellings to correct street records

- Add missing properties

Outcomes

- Full address database in the main One database and matched to any existing addresses using fuzzy matching.

Step 7 (Remote): Address Tidy (Live)

Key Prerequisites (full list provided in RAID log)

- Access to emsmain and emsprocs database vis SQL tools or similar SQL app.

- SSRS Report access to load and run reports

- Access to System Administration Online

Objectives

- Run the built in Address Tidy routine and compare data before and after Address Cleaning Service

Audience

- System Administrator

Standard Agenda

- Remove blank addresses

- Remove unused dwellings and streets with no UPRN

- Remove duplicate addresses

- Analysis address data

Outcomes

- At least 95% or more addresses in One now matching LLPG data

Step 8 (Remote): Q & A

Key Prerequisites (full list provided in RAID log)

- Access to emsmain and emsprocs database vis SQL tools or similar SQL app.

- SSRS Report access to load and run reports

- Access to System Administration Online

- Access to Back Office

Objectives

- Discuss the output and answer any questions

Audience

- System Administrator

Standard Agenda

- Discuss Outcome

- Sign Off

Outcomes

- LA Happy to sign off for Test and work to commence from Step 5