

ROCC at the Inland Revenue

The Inland Revenue Accounts Office in Cumbernauld (AOC), near Glasgow, was opened in 1978 and is one of two UK Accounts Offices, the other being in Shipley, West Yorkshire. The main business of these offices is to bank and account for payments of Tax and National Insurance contributions and to maintain the associated taxpayers' records.

The Cumbernauld office's area covers the whole of Scotland and northern England down to the Midlands. It employs approximately 1100 staff and holds records for around 25 million taxpayers and provides a network service to 390 associated Revenue Collection Offices and Tax Districts.

...success of the data entry operation

Maintaining all the records relating to millions of people is a mammoth task. Indeed, 21 staff are currently employed by the Processing and Communications Division just to key in data relating to the amendment and updating of records, independently of any actual payments made. Together, these staff were responsible for an impressive total of 230 million key depressions in the year to March 1994, corresponding to some 2.5 million forms.

The key to the success of this data entry operation is the speed and efficiency of the computer system, which since 1978 in Cumbernauld has been carried out using Keycheck data capture software from ROCC Computers,



Dufton: "... serve as well in the future"

running on a R2000A computer.

In March 1993, however, the system was upgraded to a ROCC Classic 2885 computer running ROCC's Workstation Management System (WMS).

"The old system had given us excellent service for 15 years,

even though we had been led to expect only a ten-year life span. Although it had been so reliable, by 1993 we knew it should be replaced and ROCC was approached to provide an updated system," said Mike Dufton, group manager, Processing Division.

Using the new system, input forms are sorted into batches according to the kind of information they contain, each category having a separate input code number. Working with these batches, the division's data entry personnel key in the written information on the forms. This process is then repeated by a second operator to verify the accuracy of the data. Once the system itself has carried out a further validation check, the information is transferred to magnetic tape which is then used to update taxpayers' records held on the main-frame computer.

According to Dufton and his colleagues, there was some initial apprehension over the new system because the keyboard showed several differences from the previous one. In particular, the numeric keypad was in reverse order and some of the procedure keys had changed.

...adapted well to the new system

"In order to overcome any potential problems, ROCC supplied a two-day training programme to all our data entry personnel and they have now adapted very well to the new system," explained Mary Sharkie, section manager.

There can be no doubt that the levels of performance attained at Cumbernauld are high. In fact, one of the division's employees, Linda Greenwood, won first place this year in ROCC's 15th Annual Quality and Accuracy Competition for data entry personnel working for clients throughout the UK. This was a very pleasing result for AOC considering the short time the system had been in place.

Both Dufton and Sharkie are very happy with the new system.

"The new system has a much larger disk capacity and the advanced procedures make for quicker access and more rapid response," said Sharkie.

"Personally, I am convinced that ROCC will continue to serve as well in the future as it has in the past," concluded Dufton. □



Aldrich: "... gone is the traditional sales prospecting"

Direct marketing manager Luke Aldrich reports on an excellent year for his department.

As with many other organisations ROCC has changed its work processes significantly within the last two years and adopted a more strategic approach to its direct marketing centre's (DMC) operations.

One of the most important changes made was the way we sought to generate the new busi-

ness we required to achieve our corporate goal. This is to create a computer services and products company which will be strategically placed for the 21st century. Gone are the traditional sales prospecting, cold calling, and door to door appointments.

...seminar attendances are up and rising

This year has been a highly successful one for DMC with sem-