Report to:	**South Hams Executive**
Date:	**7 December 2017**
Title:	**Procurement of new ICT systems**
Portfolio Area:	**Support Services – Councillor S. Wright.**
Wards Affected:	**All**

Urgent Decision:	**N**	Approval and clearance obtained:		**Y**

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Recommendation:

That the Executive supports officers in their investigation and evaluation of computer systems capable of replacing the current solution acquired under T18, as set out in paragraph 4 of the report.

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1. Executive Summary

1.1 We are seeking to procure a modern cloud hostable system or systems capable of realizing further efficiencies and financial savings while delivering improved customer facing services, workflow and back office systems with seamless integration.

2. Background

2.1 The transformation of technology was at the heart of our new operating model. Technology was introduced, enabling us to support the new ways of working with the successful introduction of new infrastructure to support the W2 and APP platforms, WiFi throughout Follaton House and Kilworthy Park, and a new Skype for business telephony system which enabled effective home working. A new website was developed with the focus on self-serve,

Modern. Gov was introduced and iPads issued to members, enabling paperless working and the task of migrating data and documents from old systems to new, was undertaken.   Following a substantial analysis of the council's processes, workflow was introduced which captured business knowledge into over 224 live processes enabling web and customer transactions to enter back office systems automatically.

2.2   Whilst the current software solution is a platform provided by a single supplier, the solution's component parts have proved difficult to integrate and it has failed to provide us with a single customer record, website customer portal, Report It, Planning Search, mobile working, and Land Charges solution. Some of these components have been acquired from other suppliers at additional cost. A more modern platform would enable both councils to realise even greater efficiencies and savings.

2.3   Our existing contract with Civica expires in April 2019, and it would be appropriate to examine the market for alternatives at this time and report progress back to Executive by April 2018.

3. Current Status

3.1   Preliminary engagements with potential suppliers are already underway in order to "Test the Market", and for officers to gain an understanding of the potential for transforming our existing Computer systems.

4. Proposed Way Forward

4.1   In our IT strategy, we commit to continually reviewing and comparing our existing solutions with others available, and to consider replacement of existing systems where appropriate.

4.2   Officers will continue to investigate and evaluate a system or systems capable of replacing the current solutions, with a platform able to deliver better services while reducing cost. The scope will include CRM, web, online payments, workflow, mobile and line of business software such as Land Charges, Planning, Environmental Health, Licensing, GIS and Document Management

4.3   We will build on the lessons learned from the T18 technology procurement and implementation, aiming to procure a modern, flexible platform which will serve the needs of the Councils for the foreseeable future, namely:-

    4.3.1 We will set out with a clear vision of what our requirements are, and the architecture we expect to be able to deliver it.

    4.3.2 We will describe our requirements in specific terms, against which we will be able to measure deliverables and quality.

    4.3.3 We will market test and evaluate working installations at reference sites prior to solution procurement. We will solicit the experiences of existing customers with potential suppliers as part of our evaluation process.

4.3.4 Our Project plans will be agreed by all parties, be realistic and fully resourced, where quality is given equal emphasis time and cost. This will include, installation, migration, testing and documentation. Project roles and responsibilities will be clearly defined

4.3.5 We will engage with our officers and stakeholders at all stages of the procurement and implementation in order to ensure that any solution we acquire meets the needs of the business.

4.3.6 Implementation will be though a phased approach, rather than "big bang".

4.3.7 We will ensure support models are suitable for supporting customer facing 24x7 expectation of Web users, as well as officer facing software.

4.3.8 Should we procure a new system, we will lower the cost of the procurement process by using a g-cloud procurement framework agreement.

5. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	N	None
Financial	Y	Officer time and travel during the course of evaluation and market testing. The costs and benefits of procuring a system is at this point, not known.
Risk	Y	ICT systems improvement will reduce risk to corporate reputation and service failure.
Comprehensive Impact Assessment Implications		
Equality and Diversity	N	None
Safeguarding	N	None
Community Safety, Crime and Disorder	N	None
Health, Safety and Wellbeing	N	None
Other implications	N	None