AGENDA MANAGEMENT SHEET

Name of Committee	**Resources Performance and Development Overview & Scrutiny Committee**
Date of Committee	**14 November 2007**
Report Title	**Resources ICT Development Plan 2007-08 - Half yearly update report**
Summary	As part of the new ICT Strategy 2007-12 recently approved at Cabinet earlier this year, it was agreed that a more formal approach would be adopted to the development and management of the Corporate ICT Development Plan, and that progress against the plan would be reported to both the SDLT and Resources O&S Committee on a half-yearly basis.
For further information please contact:	Tonino Ciuffini Head of ICT Tel: (01926) 412156 toninociuffini@warwickshire.gov.uk
Would the recommended decision be contrary to the Budget and Policy Framework?	No.
Background papers	Corporate ICT Development Plan 2007/08

CONSULTATION ALREADY UNDERTAKEN:-   Details to be specified

Other Committees	☐	....
Local Member(s)	☒	Cllr Booth, Cllr Atkinson, Cllr Haynes,
Other Elected Members	☒	Cllr Cockburn..
Cabinet Member	☐	....
Chief Executive	☐	....
Legal	☒	Sarah Duxbury
Finance	☐	....
Other Chief Officers	☒	David Clarke, Strategic Director of Resources
District Councils	☐	....

Health Authority	☐	....
Police	☐	....
Other Bodies/Individuals	☐	....

FINAL DECISION   YES

SUGGESTED NEXT STEPS: Details to be specified

Further consideration by this Committee	☐	....
To Council	☐	....
To Cabinet	☐	....
To an O & S Committee	☐	....
To an Area Committee	☐	....
Further Consultation	☐	....

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Executive Summary

As part of the new ICT Strategy 2007-12 recently approved at Cabinet earlier this year, it was agreed that a more formal approach would be adopted to the development and management of the Corporate ICT Development Plan, and that progress against the plan would be reported to both the SDLT and Resources Performance Development Overview & Scrutiny Committee on a half-yearly basis

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Resources Performance & Development Overview & Scrutiny Committee - 13 November 2007

Resources ICT Development Plan 2007-08 – Half yearly update report

Report of Strategic Director of Resources.

Recommendation

Resources Performance & Development Overview & Scrutiny Committee are asked to note and comment on the progress against the 2007/08 Corporate ICT Development Plan.

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1. Introduction

- As part of the new ICT Strategy 2007-12 approved at Cabinet on Thursday, 10th May, it was agreed that a more formal approach would be adopted to the development and management of the corporate ICT Development Plan.

- This will increase the alignment between the Authority's business objectives and priorities and our ICT investment, and increase our return on this investment. This increased alignment was a key objective of the new ICT Strategy.

- It was agreed that the Head of ICT would present an Annual Plan to SDLT for approval, and report progress to both the SDLT and Resources Performance and Development Overview & Scrutiny Committee on a half-yearly basis.

- The corporate ICT Development Plan was approved by SDLT on 13th June 2007.

- This document is the first progress report against the 2007/08 Plan. It will also be reported to the SDLT Meeting on the 14th November 2007.

- As agreed in the new strategy, the plan was developed to support the WCC Vision, the Corporate Business Plan, New Ways of Working Programme and other relevant plans and documents. The plan focussed on five high priority areas:-

  1. Modern and Flexible Working
  2. Customer Access Initiatives

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3. Intranet and Document Management
4. Core Applications Development
5. Other Projects

2.   Progress against the 2007/08 ICT Development Plan

A summary of the progress against the individual elements of the plan is reported in Appendix A. However, some of the key achievements and issues are reported below, and these demonstrate a more business focussed approach to our ICT Development:-

Modern & Flexible Working

- A new Modern & Flexible Working Strategy and Policy was approved at SDLT on the 3rd October. This will underpin our work to introduce new Ways of Working.

- We are supporting the Adult Social Care mobile working pilot, and are developing business cases for pilots in two further areas, Trading Standards and the Adult Services Strategic Commissioning Unit. These were identified following a review to identify potential areas that would deliver significant improvements in customer service or efficiency.

- Wireless facilities are now live in 5 locations.

- We are developing facilities to improve remote access to further support more flexible working arrangements.

Customer Access Initiatives

- We are supporting activities to introduce further one-stop shops across the county, having supported the introduction of both the North Warwickshire and Nuneaton and Bedworth sites.

- Via the Warwickshire Direct Partnership we are supporting the introduction of the new version of our Customer Service Centre System that will provide a single Customer database for all six councils, and that will support improved across tier service in the future.

Intranet and Document Management Team

- The ICT Development budget has funded the communication section Intranet team to continue to promote the development of the new Intranet, and additional technical resources to develop new generic facilities.

- The primary activity in this area for 2007/08 is the first trial of electronic document management facilities. This is being piloted in the new HR Service Centre and is due to go live shortly.

Applications Strategy and Core Applications

- Work is underway for the replacement of both our financial systems and property systems. For the financial systems a market analysis has taken place and we are finalising the procurement process. For Property Systems, work has centred on confirming the service model in relation to the property

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management changes since the previous abortive procurement approach, and confirming key processes as an important pre-requisite to procurement.

- The major Notes 7 upgrade is almost completed involving over 5000 users and twenty back-office servers.

- Significant activity has again been required in the HR/Payroll System arena, particularly with the extra work associated with the Pay and Conditions review. However despite the increased activity in this area over the original expectations, progress has also continued to be made on HR Phase 2 with development underway for Employee and Manager Self Service facilities and a new centralised recruitment process to support the new HR Service Centre.

Other Areas

- The successful scheme to provide PCs to Good Causes such as charities has once again been repeated via the Areas Committees. For a second year running, one hundred PCs will be distributed this way.

It should be noted that the budget figures reported are for those allocated to the individual project areas from the ICT Development Budget, and do not cover all costs associated with the projects, e.g. they exclude ICT staff costs as post the ICT strategy these are no longer charged to individual projects.

In terms of overall budget outturn – the ICT Development plan is within budget but there is a small potential underspend that is being monitored at this time, however as these relate to areas that require funding in 2008/09, these will not be re-allocated at this time. It is also on target within the priority projects areas, although some transfer of funding has occurred between projects within the priority areas:-

- £25,000 between Key services for flexible working and wireless roll-out, as this is seen as a supporting related area.
- £37,000 between Specific Document management facilities and the HR-ER pilot as this is seen a key demonstration of the general principle.
- £130,000 between Financial Systems and the HRMS Project due to the increased activity associated with the Pay and Conditions Review.

3.   Recommendations

Resources Performance & Development Overview & Scrutiny Committee are asked to note and comment on the progress against the 2007/08 Corporate ICT Development Plan.

David Clarke
Strategic Director, Resources

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Appendix A – Progress Report on 2007/08 Corporate ICT Development Plan

Project Area	Original Budget	Forecast Outturn	Achievements to date and products delivered	Additional outcomes to be delivered by end of March 2008
Total Budget	**£2,163,000**	**£2,040,000**		
Modern & Flexible Working	**£455,000**	**£455,000**		
Complete Consultancy Review	£60,000	£60,000	Consultants Review has been completed and the primary product was a new Modern & Flexible Working Strategy that was approved at SDLT on the 3rd October. Toolkit that was also identified is being developed on the Intranet.	Completed
Equipment and activities to support pilots	£70,000	£70,000	Proposals centred on to two pilots, Business cases are still being developed using internal resources for two areas that were selected, Trading Standards and Adult Strategic Commissioning Unit. However we have invested in generic facilities to support pilots and other M&FW activities such as Adult Social Care pilot, and the hot-desking facilities in Kings House.	• Completion of Business cases • Initiation of formal pilots in the two areas • Continued development of Corporate facilities to support Modern & Flexible working, e.g. further hot-desking areas
Implement Key services for Flexible Working & Mobile Applications Delivery	£300,000	£275,000	A contractor has been appointed to develop the Portal concept and to introduce intranet personalization. A project has been defined and work is underway to allow remote users on WCC devices to log on directly to the network, and to simplify remote access. This will complement Citrix and allow additional services to be delivered. A test infrastructure has been installed to manage mobile hand-held devices, deliver mobile applications, and to evaluate push email on those devices. A pilot application has been identified to record cleaning audit information remotely and to replace time-consuming paper-based processes.	• Introduction of portal personalization • Implement new method for remotely logging on to WCC network • Implement cleaning audit system on hand-held devices • Evaluate push email to those hand-held devices • Implement a simplified logon process to the Intranet for remote users • Implement a live and development environment for windows mobile devices, following the cleaning pilot (if successful).
Wireless Network extension	£25,000	£50,000[1]	Wireless networking infrastructure is now in place and is a supported element of the ICT infrastructure. The service is live at Shire Hall, Saltisford buildings 1 & 2, King's House, Atherstone One Stop Shop and Coleshill library.	• Further promotion of existing wireless network facilities • Wireless implementation in the Shire Hall One Stop Shop • Wireless implementation in Orion House for hot desking and partnership working • Costing and planning further wireless sites (to be identified)

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[1] Have transferred £25,000 from Implement Key services for Flexible Working & Mobile Applications Delivery for original set up costs which carried forward into this year

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Project Area	Original Budget	Forecast Outturn	Achievements to date and products delivered	Additional outcomes to be delivered by end of March 2008
Customer & Access Projects	**£95,000**	**£67,000**		
Single Customer Database Model & Gov Connects	£50,000	£22,000	An approach to CRM citizen data matching and cleansing has been agreed with the Warwickshire Direct Partnership Steering Group. Negotiations have started with SilverBear, the data cleansing company, and Northgate, the supplier or our CRM system, to deliver a hosted data matching and cleansing service. This could be extended to other WCC and District system to create a single citizen view and enable the delivery of citizen-centred services across functional areas. This is a pre-requisite for the GovConnect citizen registration & authentication process.	• Finalise commercial arrangements with SilverBear and Northgate • Draw up formal PID for WDP Steering Group • Define data steward role • Create data matching rule set • Match and de-duplicate CRM citizen data • Establish ongoing data cleansing processes
WDP Subscription & Customer Access work	£45,000	£45,000	Subscription paid as part of our Customer Access work with the partnership. Key achievements include new joint access strategy, implementation of new One Stop Shops in North Warwickshire and Nuneaton, continuing work on future joint One Stop Shops, and preparation for implementation of new single Customer system. ICT staff also supporting work on joint contact centre approaches.	• Implementation of new versions of Customer Service Centre System, with improved joint council facilities. • Support for the implementation of further One Stop Shop facilities
Intranet & Document Management	**£456,000**	**£456,000**		
Content Development - Comms Team	£60,000	£60,000	Funding supported the Communication Sections Intranet Team for 2007/08. Team in post.	• Completed.
Technical Support	£76,000	£76,000	Contractors now appointed to this area. Primary activity is in developing Intranet – Document Management facilities.	• Payment of external technical support charges. On-going development work by a recently appointed contractor
Infrastructure development - new facilities/resilience	£45,000	£45,000	Not yet underway	• Analysis of single points of failure • Purchase and deployment of hardware and software to provide resilience and fail over
Document Management HR Service Centre Facilities (HR-ER)	£175,000	£212,000[2]	Vignette Records system has been configured and tested for HR records. A scanner and remote scanner have been purchased and configured and 8,000 WCC HR personal files have been sorted, sifted and scanned. Introductory training has been delivered	• Delivery of hands on training for 120 users • Scanning of 12,000 school files (a project change at an extra cost of £60k) • Integration of Lotus Notes e-mail with HR-ER • Links between HRMS and HR-ER

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[2] £37,000 has been transferred from "Document Management – specific solutions" to the HR Service centre project to cover additional project management & consultancy

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Project Area	Original Budget	Forecast Outturn	Achievements to date and products delivered	Additional outcomes to be delivered by end of March 2008
Document management - Specific solutions	£100,000	£63,000	Advice on electronic document and records management has been provided to WCC projects. A model office infrastructure has been set up to demonstrate possibilities. To date the ICT development and EDRM consultancy resources have been concentrated on the HR-ER project to support the establishment of the shared service.	• Investigate document library solutions and intranet integration • Carry out an EDRM review and establish project framework • Develop an information classification model.
Applications Strategy and Core Applications	**£1,037,000**	**£942,000**		
Financial Systems – project to replace existing financial systems	£150,000	£20,000	A research phase into products on the market place has been successfully delivered. Products completed: ❑ Report on systems as presented by suppliers ❑ Report on the experience of other authorities which have recently implemented new financial systems ❑ Business case for the replacement of the current systems The specification/procurement phase is now being planned for the period to December 2007.	• Specification/procurement approach defined • Committee report on financial systems replacement • Expressions of interest circulated. Documentation will include pre-tender evaluation model • Evaluation of expressions of interest completed ahead of full tender next year
Property Systems – development and replacement	£100,000	£75,000	• Significant work on business process review, including analysis of strengths and weaknesses of existing systems • Development of ATLAS system to support Asbestos work, and as demonstrator of future systems.	• Complete review of overall service model and processes for Property/FM business area. • Development of a Property/FM asset database specification • Analysis and production of Market options report • Property/FM systems architecture strategy, and procurement/ development strategy
Complete Notes 7/ Domino upgrade	£137,000	£137,000	5000 users have been upgraded to Notes 7 (only 60 remaining), with Notes 7 distributed to all 4000+ WCC PCs. Notes 7 training materials, user guides and computer-based training modules have been released. All Notes applications have been migrated and 125 (70%) of key applications were tested in preparation for the upgrade. Servers have been rationalised, Service Desk staff trained and all 4 of the Districts connected to Notes upgraded.	• Upgrade the remaining 60 Notes clients and remove Notes 5 • Upgrade the Blackberry server • Complete the roll out of instant messaging • Review and upgrade to Notes 7 administration processes and procedures

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Project Area	Original Budget	Forecast Outturn	Achievements to date and products delivered	Additional outcomes to be delivered by end of March 2008
GIS Management - Corporate Approach	£100,000	£30,000 although this was always identified as a 2 year financial commitment.	Advertisement for and recruitment of GIS Coordinator. Licence for Snowflake Translator renewed. Maintenance renewal for ARCSDE renewed.	• Corporate GIS Coordinator starts in post • Recruitment of Data Analyst • Other small maintenance/licence renewal costs
HRMS Payroll & Phase 2	£550,000	£680,000	In addition to supporting on-going HR and payroll facilities, significant additional effort associated with the data changes associated with the first phase of the pay and conditions review. Changing over 8,500 staff records to reflect new grading structures, and consolidation of pay allowances. Also have developed centralised recruitment facility to support new HR Service Centre. Manager and employee self service facilities developed, and pilot underway in project team	• Implementation of the centralised recruitment facility • Implementation of payroll changes associated with the Pay and Conditions review. • Roll-out of the manager and employee self service facilities to Resources and P&D • Payment of recently announced pay award, process complicated this year due to Pay and Conditions Review Timing
Other	**£120,000**	**£120,000**		
PCs to Good Causes	£20,000	£20,000	The scheme has been advertised across Warwickshire, and 20 computers have been made available to each Area Committee. The deadline for applications from good causes has now passed and each Area Committee is in the process of allocating computers in their District.	• Distribute nearly all of the 100 computers before Christmas • Any unallocated computers (applications were low in Rugby and Stratford) will be re-advertised after Christmas and distributed to new applicants
Supporting Staff ICT Skills Development - including possible Video facilities in partnership with schools team	£100,000	£100,000	An online ICT induction course has been developed with Corporate HR and updated to incorporate Notes 7. This is awaiting final sign off by CHR. Also have continued to investigate Government IT Profession scheme, and Skills for the Information Age framework for ICT Staff. Have developed new job role documentation for first section of ICT due to be launched in quarter 4 of this year.	• Roll out ICT induction course • Launch of Government IT Profession job role documentation. • Will be looking to review Corporate approach to general ICT user training, including members. • Implement new approaches to general ICT User training following the review.

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