SKDC ICT Strategy 2013 - 2016

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1. Introduction

Background

South Kesteven District Council (SKDC) delivers a range of services to its customers and stakeholders in a manner that meets their needs. The purpose of the Information & Communications Technology (ICT) service is to support and contribute to delivering the Council's priorities, objectives and aspirations.

This document updates the current ICT strategy document that was released in July 2012.

This strategy is purposely designed to be 'built for change' and will be refined, updated and changed as the council's needs develop in the coming years. This strategy will not capture every ICT related project which must be undertaken in order to enable the delivery of the ICT Section and council's objectives. Rather, this document will act as a baseline and framework from which the ICT Section will manage their efforts over the coming years.

ICT as an Enabler

In order to get the best from its ICT investment the Council recognises that it needs a comprehensive, business-led, customer facing ICT Strategy which will act as a framework and roadmap for the effective use and exploitation of ICT technologies and assets over the coming years.

The Council also sees that ICT will be one of the main enablers of change in the organisation as the council moves forward and faces the difficult financial challenges that lie ahead.

The Council's future success as an effective service provider relies extensively on how we as individuals, as teams, as an organisation and in partnerships, are able to strategically manage, develop and apply ICT. The Council believes that the ICT service forms an integral part of strategic planning. The organisation uses ICT to drive and enable business process re-design to improve both its own efficiency and increase the flexibility of service delivery models, including working with partners

Objectives

This ICT strategy develops an action plan that delivers a number of important objectives:

- Support the delivery of key priority objectives
- Secure buy in from all stakeholders for the development of ICT in the future
- Act as a reference point for staff or partners to help them understand the operations and aspirations within ICT
- Deliver convergence and maximise development within the Lincolnshire 5 way district partnership
- To build on existing partnerships with Boston Borough Council
- A programme to simplify the delivery and support ICT
- Viewing the cloud as a viable alternative
- Reduce and manage risk
- Identify and prioritise key areas where ICT can significantly improve service provision to service sections and citizens
- Secure management commitment for ICT plans and activities
- Maximise the council's IT investment by working in partnership with the service sections to ensure that they are making the optimum use of existing IT infrastructure.
- Ensure that we operate secure ICT infrastructure protecting personal data and adhering to relevant accreditation such as PSN.

Relationships with other documents

The ICT Strategy document is a key document that underpins and supports the following:

- The Councils' Corporate plan
- Service and Priority Plans
- Corporate and business transformation projects
- People Strategy and Corporate Training Plan
- Customer Access Strategy including web development
- Medium Term Financial Strategy
- Agile working programme

It is likely that the ICT strategy will also link to a number of documents that will directly contribute to the strategy, for instance the ICT Security policy and other local policies and procedures.

2. The National and Lincolnshire Context

In the development of an ICT strategy for the Council, it is important to have a context of developments at a National Government level, within partners in Lincolnshire and also against the current position of the delivery of ICT.

National Context - The PSN and Cloud

With the development of the national Public Services Network (PSN) local and central government will become more connected and there will be more services that we can utilise from the PSN.

Recently the national G-cloud released an approved set of cloud solutions. It should be expected that the Council should be able to access these solutions and services from the PSN.

This ability to draw down services could lead to a wholesale change to the way current local government ICT services are delivered. It is entirely possible that the standard foundations of a local government organisation, such as local data centre and local desktop provision are completely changed and services are procured and delivered over the PSN.

This strategy reflects the use of cloud services and migration of services to the cloud.

The Lincolnshire Context

South Kesteven District Council sits within a 5-way partnership including Boston Borough Council, North Kesteven District Council, West Lindsey District Council and City of Lincoln.

This partnership is key to the delivery of our local strategic aims around ICT. There is an agreed convergence model that is designed to achieve a simpler, more cost effective and improved service.

All the partners are facing difficult decisions over budgets within the timespan of this strategy and the development of this partnership is helping in:

- Identifying areas where aggregation helps procurement
- Moving towards a common application set (both end user productivity and core line of business applications).
- Increasing knowledge and resilience of skills within the partnership

The roadmap for convergence covers the following areas:

- 3 Data Centres optimised for market testing in 2015 for alternative hosting arrangements (Grantham, Gainsborough, Lincoln)
- Revenue budget-based Converged Desktop providing our users across the partnership with Windows 8 desktop & common MS office toolset
- Reduced infrastructure deployed within the 3 data centres across the partnership following convergence and alternative hosting arrangements
- Joined up Partnership ICT helpdesk enabling calls to be routed and handled across partnership sites
- Improved business resilience with IT services able to run from any of the 3 locations in the event of a major incident
- Common email & calendaring, instant messaging and video conferencing tools to provide all users with a consistent experience across the partnership.

Within the context of the 5-way partnership there is a relationship with Boston Borough Council designed to achieve strategic outcomes relevant to the wider partnership. This includes the move of server room from Boston to Grantham, pololing resources around security management such as firewall and anuit-virus, hosted of a shared web site.

Over the course of this strategy it is expected that this partnership will grow and mature.

The South Kesteven Context

The agreed Council vision to 2021 is:

Vibrant communities where people want to live, work and invest (Healthier, wealthier, happier, safer people)

To achieve this vision we will look to focus on ensuring that:

- Our four towns are focal points for local communities
- Our town centres are attractive and welcoming places to visit
- Our shopping offer improves and offers something for everyone
- Improved transport links means better access
- Our district is the place where companies want to do business
- High speed broadband is available to all
- Everyone works together for the benefit of local people
- Good quality housing helps the population grow
- · Our residents enjoy healthy and more active lifestyles
- We facilitate the provision of affordable and energy efficient homes

3. The future of ICT

Section 2 introduced the national and Lincolnshire context for the delivery of ICT from a public sector view.

However there are some significant developments in the way ICT is delivered and the strategy needs to reflect these new drivers.

These covers areas such as:

- Server Virtualistion. In the data centre, ICT strategies have delivered two
 main themes virtualisation and aggregation of server storage.
 Virtualisation of servers has enabled a significant reduction in the quantity of
 server hardware requirements whilst improving robustness, resilience and
 flexibility of deployment. Aligned to this ICT sections have been
 consolidating network storage and creating both a resource for delivering
 virtual servers and wider file storage.
- Desktop Virtualisation. There has been a move towards desktop virtualisation (i.e. the delivery of a desktop to a use from a central computing resource not a local one) with continued enhancements of thin (or citrix type) delivery.
- Move towards VOIP and Unified Comms. As requirements for telephony systems increase there has been shift towards the delivery of telephony over the data network (VOIP) and also the delivery of end user productivity such as presence, instant messaging, convergence of mobile and local extension.
- **Web based applications**. Web technologies have emerged as a platform for line of business applications. Some of these are based on Java web applications but others are native web applications
- Operating Systems. Very little clear competition exists such that Microsoft continues to be the dominant provider of both desktop and server operating systems.
- **Desktop Provision**. Options for desktop provision have expanded. Models such as 'thick' or standard desktops, provisioning desktop via terminal service type software and software vendors have developed new innovative solutions.

Over the course of the strategy a number of developments will be seen in the delivery and development of IT that will affect the decisions that we will make. Some of the emerging opportunities for the delivery of IT are described below.

In the data centre it is likely that convergence of individual devices into single appliances, will lead to new platforms emerging. For instance it is usual for individual solutions for firewalls, web content checking, perimeter threat management and email filtering to be delivered by single appliances.

Further developments in virtualisation in the data centre will lead further flexibility in server management, resilience and robustness. Virtualisation of current hardware appliances will enable whole ICT infrastructures to be delivered with a significantly reduced physical hardware infrastructure. Virtualisation will also help to deliver cloud computing where ICT infrastructure is delivered not from a local data centre but from a remote location.

Over the next few years two competing issues will need to be addressed. On one hand security of networks will become even more important, especially protecting the overall network from a compromise from within the network, and at the same time the emergence of consumer devices that could operate within the corporate environment. Solutions will need to be developed for so called Bring Your Own Device (BYOD) and these will be required to keep the need for a secure network, compliant with applicable regulations.

The provision of desktops to users will see further development and options for ICT services to select the most applicable to their organisation. Perhaps the biggest challenge will be to ensure that options chosen are flexible to future changes and not a restricting solution.

Microsoft have released Windows 8 and during the timeline of this strategy Windows XP will become unsupported. Other competing 'desktops' might mature during the course of this ICT Strategy, for instance a Google desktop, Linux desktops or other open source options. Where applications are web delivered there may not be a need for a reliance on Microsoft. This could also be used at a corporate applications level for mail, work processing, spreadsheets etc. Other locally installed options will be further developed and hosted, cloud solutions will mature.

4. Action Plan - Progress to date

Some significant progress has been made on the action plan that was published in the last version of the ICT strategy in July 2012.

Key Theme 1 – Supporting Delivery of Priority Themes

Progress to date:

- Broadband Access. The Council continues to play an active role in the BDUK project which is led by LCC and a committed financial contribution has been made by the Council to support the implementation of faster broadband in the district. To copmplement this a project has started to provide community wireless to community groups with pilot sites established during the year which will support a comprehensive rollout in 2014/15.
- Supporting Agile Working. Solutions have been implemented in key pilot service areas to allow users to be presented with a desktop that supports their individual application requirements from any work station. ICT is a key member of the agile working project that is managing a further rollout of agile working across the main organisation. ICT has supported the delivery of the South Kesteven Community Point Project in Bourne, which has allowed front line services to be delivered from the agile working area as well as providing innovative ICT solutions for the customer.
- Service Improvements by using effective procurement. Within the 5 way partnership a business case has been created, identifying significant IT spends across the partnership and opportunities for savings. The national framework for printers has been used for procurement, reducing costs and time of a tender. Joint Lincolnshire procurement for an IT Health Check
- Data Networks. A new PSN accredited network is being used by all the
 districts and County Council. The new network is being used for the move of
 servers from Boston to Grantham as well as other key business solutions
 such as video conferencing and wireless facilities. A new data connection to
 Bourne has been delivered.
- Printer Strategy. Management team agreed a printer strategy in July 2012 and in November 2012 all printers were replaced with new printers under a managed contract. Savings of £20,000 are being delivered due to this project.
- **Green Waste and Bartec Implementation**. Innovative solutions have been developed for the Green Waste project such as on-line registration,

renewal and payment options. The implementation of Bartec has been supported by ICT.

There are some areas where we have not made progress to the timescales of the strategy:

- Data Networks. A review of the locations of the Stamford area office is being carried out and a suitable network connection will be delivered following this review so we have been unable to improve the connections to.
 Original date: March 2013 Updated Date: April 2014
- **Supporting Agile Working**. We anticipated that approximately 30% of staff to be able to access applications via thin client technologies by March 2013. This has not been achieved due to other competing demands on available resources but plans are in place with a clear agile programme. Original date: March 2013 There are updated actions which are reflected in the updated work plan section.
- Supporting Channel Shift. The strategy supported the development of a
 consistent ICT platform for customer services delivery. This work continues
 and a customer access strategy has been developed with an associated
 action plan which ICT will support.
 There are updated actions which are reflected in the updated work plan
 section.

Supporting Customer Access Strategy

Progress to date:

- Transactional Services to support website users. Some areas have been developed especially around Green Bin renewal. New features have been implemented such as MyNearest allowing postcode searches and presentation of information via a map.
- **Deployment of ACD**. ICT has supported the 'One Number' project which has improved customer service and also simplified the ICT that we use.
- **Deployment of Self Serve Kiosks**. These have been introduced in Grantham and Bourne for taking payments with a roadmap of further deployment in Stamford office.
- **Role of Social media**. Communications have developed clear approaches to the use of social media and how this can help interactions with stakeholders.

There are some areas where we have not made progress to the timescales of the strategy :

- **Role of CRM**. A recent report has been created around the role of CRM. There are updated actions for the customer access strategy which are reflected in the updated work plan section.
- **Email**. The customer access strategy is clear around channel shift and the role email can play in this.
 - There are updated actions for the customer access strategy which are reflected in the updated work plan section.
- **Customer Database**. We have not developed a new customer database that is joined up.
 - There are updated actions for the customer access strategy which are reflected in the updated work plan section.

Key Theme 2 - Partnerships

Progress to date:

- One Team. Whilst we have not implemented a formal model for a one team
 (e.g. transfer of staff into one team), there is an improved alignment of
 projects and good examples of shared skills and knowledge (for instance
 improved resilience on firewalls, wireless).
- **Vision**. There is a clear partnership vision and a work plan for convergence to lead.

There are some areas where we have not made progress to the timescales of the strategy:

• **Shared workplan**. We have not developed a shared work plan with Boston, however at a 5-way partnership level there is a shared workplan which Boston and South Kesteven are delivering to.

Original date: July 2012 Updated Date: March 2014

• **Shared data centre for SKDC/BBC**. Due to delays in ensuring that the performance of the PSN network this project is delayed but is expected to go live by February 2014.

Original date: December 2012 Updated Date: February 2014

• **Common Desktop**. This is not yet delivered although both sites are building thin client technologies to achieve this.

Original date: July 2013 Updated Date: April 2014

Key Theme 3 - New Underpinning Structures

Progress to date:

- **ICT steering Board**. The ICT steering board has been setup and key ICT decisions are ratified by this board. In turn this has linked to budget setting.
- **Vision**. There is a clear partnership vision and a work plan for convergence to lead.
- Project methodology. There are a limited number of projects where ICT is the lead, but where this is the case the project methodology is followed for instance the commissioning of application review and the community wireless project. Key staff in ICT have now been trained on the methodology.

There are some areas where we have not made progress to the timescales of the strategy :

• **Data Handling**. Some training has been provided to service areas but there are still key tasks to complete.

Updated Date: April 2014 gap analysis

• **Benchmarking**. We have not yet agreed a clear measure for the service that we can use for comparisons within Lincolnshire and beyond.

Updated Date: March 2014

Key Theme 4 – Supporting elected members and officers fulfil their roles in delivering the Council's stated priorities

Progress against the strategy:

- Members. ICT Support is provided internally and in general support calls are limited in number. We have completed a trial of Google devices and this will inform our new view of delivery.
- Wireless. There is some provision for wireless in the Grantham and Stamford Art Centres and this is being developed further and is covered in the updated action plan. Wireless has been deployed in Bourne at the South Kesteven Community Point and Library and in other corporate locations such as the Alexander Road offices. Wireless can also be used at the other districts in Lincolnshire.

- Project methodology. There are a limited number of projects where ICT is
 the lead, but where this is the case the project methodology is followed for
 instance the commissioning of application review and the community wireless
 project. Key staff in ICT have now been trained on the methodology.
- **External Income**. ICT has supported the development of system such as payroll to allow external income although as yet external income has not yet been achieved.
- **Upgrades and Enhancements**. ICT have support service areas in upgrades or replacement of systems including: NDR, E-financial system, Healthy Communities, Elections, Planning and Building Control.

There are some areas where we have not made progress to the timescales of the strategy :

- Document Scanning. Whilst ICT has supported service areas in scanning documents we have not developed a clear strategy and roll out plan for access to document scanning.
 - Original date: September 2012 Updated Date: Feb 2104 options
- **GIS**. The use of GIS continues within sections but we have not developed a clear strategy and roll out plan.
 - Original date: December 2012 Updated Date: December 2014
- **Housing Management**. The previous strategy identified use a system that may not be fit for purpose. Whilst this was further considered in the application review little progress has been made in an options appraisal. There are updated actions for simplification of ICT systems

5. Strategic direction

One year into the strategy it is appropriate to check on progress made and ensure that the key actions are still relevant and that longer term emerging issues are understood and embedded in this strategy.

The following key themes are proposed for the continued delivery of the strategy:

Key Theme 1 – Supporting the Delivery of Council Priorities

The ICT service will support the delivery of the priority themes. The ICT service will identify new uses of ICT to help service areas to modernise service delivery and maximise the contribution that technology can make to the efficiency savings of the organisation.

Key Theme 2 - Partnerships

Shared services can bring significant benefits and this strategy builds on work carried out within Lincolnshire to deliver a more effective and efficient ICT service.

Key Theme 3 – ICT Governance and data security

Governance of ICT decision making is required to ensure that the overall aims and objectives of the strategy are delivered correctly.

Key Theme 4 - Simplification of ICT delivery

As budget pressures increase the pressures on supporting the complex ICT infrastructure will grow and so this theme seeks to reduce the complexity of the supported ICT and also seek opportunities around cloud and software as a service.

Key Theme 5 – Supporting elected members

ICT will provide an easy to use, reliable service to members.

6. Key Theme 1 - Supporting the Delivery of Council Priorities

The ICT service will support the delivery of the priority themes underpinned by a well-run Council. ICT services needs to identify new uses of ICT to help service areas to modernise its service delivery. The organisation needs to maximise the contribution that technology makes to the efficiency savings that we require.

The ICT Strategy will support the following key projects:

Community Broadband

The Council supports Broadband Delivery UK (BDUK) and in particular supports Lincolnshire County Council in the development of broadband across the South Kesteven District for the benefit of the community, both residential and business.

As part of this project we will engage with local parish councils to support the implementation of community wireless, especially in areas where this can be used by Council staff for access to corporate applications.

Support Agile Working

The agile working programme is a key project and reliant on ICT to provide solutions.

The recent opening of the South Kesteven Community Point and Library in Bourne has demonstrated that thin client and telephony technologies can be used to ensure that staff can operate from multiple locations both around the corporate network and beyond.

The agreed ICT principles of the agile vision for ICT:

- Reliable and easy to use ICT enabling officers to fulfil their roles in delivering the Councils priorities.
- Officers work flexibly and seamlessly from other locations e.g. home or a different location
- Modern and flexible ICT platform supporting officers wherever they are, whatever they are doing using the SK solution that is best for them
- We have good data protection protocols and data is handled responsibly

This will also include support to ensure that all staff have access to a document management system so that access to paper files is not a barrier to where they can work from.

The Council is developing working styles for individual job roles and developing the appropriate model for IT.

In the short to medium term it is unlikely that the use of desktops will be eliminated. There are likely to be areas of the business that are unsuitable for thin clients and any rollout of thin clients needs to be carefully managed.

The following investment profile is identified based on 500 current users.

| By end of financial year | Percentage of users laptops | Percentage of users desktops | Percentage of users thin clients |
|--------------------------|--------------------------------|---------------------------------|----------------------------------|
| 2013/14 | 20% | 60% | 20% |
| 2014/15 | 20% | 40% | 40% |
| 2015/16 | 20% | 20% | 60% |

Remote Access

As part of the delivery of agile working, the ability for staff to work remotely either from a home location or other locations around the district will be important. ICT will be a key requirement for these users both from an access point of view but also security.

As part of this strategy we will develop end to end solution for remote working that link to the overall agile programme.

Supporting the Delivery of the Customer Access Strategy

Whilst there has been progress to improve customer service from a cultural perspective but there is more that needs to be done, especially from supporting ICT systems. There is a need to invest in new technologies to support our future operating model, meet the needs of our customers and reduce operating costs. Our recent peer review further highlighted the need for us to have a single view of the customer and be seen and respond as one organisation.

The single view will enable us to deliver a consistent, excellent service to our customers and treat them as individuals. It will help us to understand our customers, the amount of demand we receive, common linkages between services and the cost of handling different types of transactions through different access channels.

A single customer facing system will help us to build a recognisable SK brand that supports customer access, reduces failure demand and manages customer interactions in a 24/7 environment. The Customer Access Strategy details the trends in online access that are being seen in both the public and private sector, with an ever increasing number of households having internet access and the use of internet enabled mobile phones. The strategy adopts the "digital by preference" approach which will see both our advisors and customers using digital solutions to transact.

Investing in a new solution will:

- Continue to automate processes, making them slicker and easier to use
- Enhance our web-offer, increasing self-service and assisted service provision
- Gain an overall picture of customer demand and interactions
- Replace our CRM system that has been identified as needing to be replaced
- Enable consistent and effective branding and communication for our services
- Reduce the plethora of technology that is currently used
- Enable customer feedback to shape the way our services are delivered
- Support the one customer, one organisation philosophy
- Ensure consistency across access channels
- Enable a proactive approach to meeting customer needs, supporting the most vulnerable and complex issues
- Reduce the cost of customer interactions

In addition the customer access strategy will have a number of implications for the ICT strategy and will cover areas such as :

Website Development

Supporting the delivery of improvements to the website and in particular to allow more effective transactional services and an easy to use website with current and relevant content.

Channel Shift

Supporting the opportunities to migrate users to the most cost effective channel.

• Telephony System

Improvements to the telephony system to improve customer access and customer service.

Data Connections

Review of data connections to area offices and IT provision for staff and customers.

7. Key Theme 2 - Partnerships

5-way Lincolnshire Partnership

It is recognised that shared services can bring significant benefits and this strategy builds on work already carried out within Lincolnshire both with our ICT partnership with Boston but also the wider 5-way partnership within Lincolnshire.

The partners have an agreed a convergence programme for the delivery of the ICT service.

- 3 Data Centres optimised for market testing in 2015 for alternative hosting arrangements (Grantham, Gainsborough, Lincoln)
- Revenue budget-based Converged Desktop providing our users across the partnership with Windows 8 desktop & common MS office toolset
- Reduced infrastructure deployed within the 3 data centres across the partnership following convergence and alternative hosting arrangements
- Joined up Partnership ICT helpdesk enabling calls to be routed and handled across partnership sites
- Improved business resilience with IT services able to run from any of the 3 locations in the event of a major incident
- Common email & calendaring, instant messaging and video conferencing tools to provide all users with a consistent experience across the partnership.

Data Centres

3 Data Centres optimised for market testing in 2015 for alternative hosting arrangements (Grantham, Gainsborough, Lincoln).

At a Lincolnshire partnership level we have agreed to migrate by December 2014 to Windows Server 2008 and Server 2012 for thin client users providing a Windows 8 type desktop. This project is also develops a business case to consider the move from VMWare to Microsoft Hyper-V as part of the server virtualisation platform.

Converged Desktop

Revenue budget-based Converged Desktop providing our users across the partnership with Windows 8 desktop & common MS office toolset.

Partners have agreed to move to a Microsoft based subscription approach. This will include both common office tools as well as potentially Client Access Licences (CALs).

Reduced Infrastructure

Reduced infrastructure deployed within the 3 data centres across the partnership following convergence and alternative hosting arrangements

Joined up Partnership helpdesk

Joined up Partnership ICT helpdesk enabling calls to be routed and handled across partnership sites

Improved business resilience

Improved business resilience with IT services able to run from any of the 3 locations in the event of a major incident

Common email and calendaring

Common email & calendaring, instant messaging and video conferencing tools to provide all users with a consistent experience across the partnership

Boston Borough Council

A clear set of governance documents have been created with Boston that recognise the partnership that has been developed and the services that are provided within it. Existing projects include:

- Boston using the web content management system at South Kesteven and South Kesteven hosting the Boston website
- South Kesteven providing wireless devices for Boston
- Hosting of servers within the South Kesteven server room
- Common firewall
- Single Anti-virus server for both sites
- Combining contracts such as mobile telephony
- Reduction in risks and increase resilience through shared resources

Over time as this partnership matures there will be opportunities for a more formal integration of the teams.

8. Key Theme 3 - ICT Governance and Data Security

ICT Steering Board

ICT is a powerful enabler in bringing about the Council's priorities and in helping to deliver efficient and effective services. The ICT steering board is ensuring that the ICT service is maximising its impact and that local service decisions and that ICT is genuinely business driven, helps deliver corporate priorities and complement strategic development.

Procurement of Major Systems

In order to select and procure a major ICT system the following steps are followed:

- 1. A business case is presented to the ICT Steering Board and where appropriate Capital Group to obtain approval to acquire the system.
- 2. The business case must include any costs of transfer of any current systems to any new software and approach the business case from a Total Cost of Ownership (TCO) perspective
- 3. A full functional specification is drawn up by the service area requiring the new system
- 4. A full technical specification is drawn up for the system by the service area, aided by the ICT service
- 5. The functional and technical specification is signed off by ICT and the service area
- 6. The correct procurement option is selected and a procurement process started following the relevant procurement/contract procedures.

Project Management Methodology

All ICT projects will be delivered using an in-house agreed Project Management technique. This ensures that projects are properly scoped, planned and executed and that all stakeholders are appropriately involved in agreeing project timelines, resourcing, priority and other key decisions.

Data Protection and Handling Data Responsibly

Ownership and responsibility for all corporate data sets must be clearly defined. Data owners are accountable for:-

- The integrity and quality of their data
- How the data can be used
- Who may access the information

With whom the information may be shared

Data custodians (often the ICT Service) are responsible for:-

- Ensuring the availability of the data and systems on which they are held
- Ensuring data is routinely backed up
- Ensuring the data is secured against unauthorised access according to the standards set by the data owners

The ICT service will work with service areas to ensure that the requirements of the Data Protection and Freedom of Information Act are met in particular in relation to the IT systems, data use and data transfer.

PSN Accreditation

The development of the PSN standard (replacing the previous GCSX standard) has raised the bar in terms of demonstrating to central government the risk based approach to managing data, network security, local security/risk controls and information management.

Whilst demands are made on ICT to provide more flexible solutions, for example bring your own devices or home working, these standards set out a model to ensure that data and systems are not compromised (both locally and nationally).

The Council is committed to being a supporter of the PSN accreditation process and adhering to those standards both in principle and in practice. This strategy recognises the importance of the PSN accreditation.

VFM Measures

The ICT services needs to demonstrate to its stakeholders that it is providing value for money. Given the size of the ICT service from a budget and influence perspective the primary internal stakeholders need to be clear that the service is shaped to deliver service in the manner that they require.

We will develop a set of performance measures that will be suitable for benchmarking and comparison to other partners in Lincolnshire and beyond.

9. Key Theme 4 - Simplification of ICT Delivery.

System Consolidation

Early in 2013 a report was commissioned to carry out a high level application review of fifteen core applications in use within SKDC to assist in developing a future applications roadmap.

This review has collated information from both SKDC and the supplier community to prepare a report that highlights where attention is required and what action may be required as a result of the findings. The report identifies the Red, Amber, Green status of the applications in line with the following:

RED where urgent attention is required due to:

- Non-compliance;
- · Product no longer supported;
- Product has no defined supplier roadmap;
- Significant opportunity for other applications used by the Council to perform the tasks that this application is used for; or
- Concerns regarding the future viability of the supplier.

AMBER - where the future roadmap should give consideration as a result of;

- The application and/or functionality is duplicated (sometimes only in part) in multiple parts of the Council;
- Ownership of the application within the Council is unclear from either a technical or business perspective;
- An opportunity to replace this system with another system of increased functionality or capability, not currently used by SKDC, to carry out the tasks required; or
- Upgrades will offer greater functionality and drive out further efficiencies.

GREEN – where the applications should form part of the new roadmap and little work is required to incorporate them as in;

- The application is delivering the required service effectively;
- The application is not subject to any duplication and therefore is considered to be efficient; and
- The future development and support of the product is considered by the external market to be good.

Below is the table of key systems reviewed and the status :

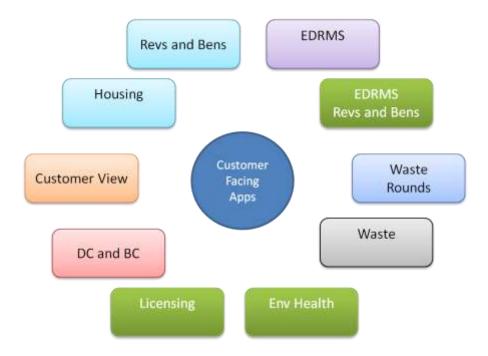
| Application | RED (Action) | AMBER (Review) | GREEN (Good) |
|--|-----------------|-------------------|-----------------|
| Revenues and Benefits | | | |
| Housing Management | | | |
| Customer Services/CRM | | | |
| Telephony (Corporate and Customer Services) | | | |
| Development Control, Building Control, Land Charges | | | |
| Environmental Health, Licensing, Asset Management | | | |
| Waste Services | | | |
| Waste Services (Rounds) | | | |
| Document Management System (non Revs and Bens) | | | |
| Document Management System (Revs and Bens) | | | |
| Electoral Services | | | |
| Council Administration | | | |
| Planning Policy | | | |
| Financial | | | |
| Legal Case Management | | | |
| HR and Payroll | | | |

It is clear from the report that we have a number of systems that carry some significant risk to the Council – for instance some service area software is not being actively developed or we are one of only a few customers. It is also clear that supporting the number of different systems is a resource intensive and a further barrier to achieve our aims for customer access.

In particular the image below shows, by a different colour, each of the suppliers that the Council has for the delivery of the main customer facing applications.

These 7 different suppliers demonstrate that there is no clear dominant supplier for customer facing applications and therefore :

- The delivery of many of the customer access strategy objectives is more difficult e.g. single view of customer
- Theses applications require more resource to support and develop in comparison to an environment with less applications
- We are not aggregating support and maintenance contracts and seeking the best available contract



This ICT Strategy has a key strategic aim of the reduction of our supplier base for the above systems from the 7 different suppliers. The benefits of such an approach would be :

- Easier supplier management (reduced number of key suppliers to have an account management discussion) and opportunity for contract negotiation
- Potentially less upgrades
- Potentially less servers to manage
- Less resource to achieve the customer access requirement (e.g. links from a CRM type application to

Core ICT Operating System

The current versions that are supported for operating systems on desktops and laptops are Windows XP and Windows 7. It is clear from early testing that there are some service applications that do not work with Windows 8.

Support for Windows XP ends in April 2014 and whilst these devices will continue to work it is very likely that the renewal of the Council's PSN connection would be at a significant risk as running unsupported software is not permitted.

The current breakdown of the different operating systems (excluding thin client delivery) are shown below (July 2013):

| Operating System | Number of Machines | Percentage |
|--------------------------|--------------------|------------|
| Windows XP | 355 | 68% |
| Windows 7 | 160 | 31% |
| Other (Vista, Windows 8) | 3 | 1% |
| Total | 518 | |

For 2013/14 new desktops and laptops will converge to a Windows 7 operating system. Testing will commence to ensure that Windows 8 can be fully deployed for

new laptops and desktops and where possible the deployment of Windows 8 will be sped up.

The operating system for users of thin clients is not directly a Windows 7 or Windows 8 as it is provided from a Windows server. However in general with a Windows server 2008 users are presented with a Windows 7 type desktop and with Windows server 2012 user are presented with a Windows 8 type desktop.

The above provides the opportunity to converge on a Windows 7 and Windows 8 estate by December 2014 for both desktop, laptop and thin client users. The deployment of modern desktop will reduce costs of support and reduce issues with application compatibility.

Core ICT applications

On every member of stat will require a set of common corporate applications. This currently includes these primary applications :

- Word, Excel, Powerpoint and Outlook
- Internet Explorer
- PDF reader

Whilst Office2007 is a number of years since it was released it is still fit for purpose. However over the next few years it is very likely that there will be some issues with this release:

- Application compatibility is likely to be an issue
- Additional applications that are part of newer Office suites will not be available
- Training will be more difficult to source
- Staff may be more used to a different version e.g. at home or in a previous employment
- Staff may associate an old version of Office with a 'poor' ICT service

This strategy will recommend and develop a business case for the renewal of the core applications. Over the time of the strategy we will develop solutions for instant messaging and integration between desk phone, mobile phone and email. We will achieve costs savings by through cheapest routing of calls and reducing for instance cost of mobile calls in corporate locations.

10. Key Theme 5 - Supporting elected members

ICT will provide an easy to use, reliable service to members. This will be based upon the needs of these users.

Members need solutions that provide fast, efficient access to the systems that they need. Investment will be made in the latest technology to ensure that ICT facilitates members being more effective and is not seen as a barrier but an enabler.

Some members may require remote access to the Council's network and we will explore opportunities to improve the technology that is provided to ensure that we provide a supportable access method that meets the needs of all the stakeholders.

For other members there may be an effective solution for members working via a cloud type solution and not requiring the associated costs and security layer of core network access.

A tailored approach based on analysis of need and consultation with end users will lead to improvements in the way ICT is delivered for members.

This solution will be delivered to all members for the year 2015/16 when the next district election takes place in May 2015.

11. Updated Key Work Plan

A number of actions have been completed against the original strategy published in July 2012 and these were presented in section 4. This strategy has presented an updated strategic aims covering the key themes and the table below provides the updated action plan for the delivery of the strategy over the timescale of the strategy.

Key Theme 1 – Supporting Delivery of Priority Themes

Current Position

Broadband access remains one of the poorest in the country

What is our Intention

To support the work in Lincolnshire on the BDUK bid

To provide local investment in community wireless projects

What will the end result look like

By December 2015 90% of all premises should have access to superfast broadband, with everyone having access to 2MBps, and virtually every community having a fibre connection.

Supporting Agile Programme

Current Position

We need reliable and easy to use ICT enabling officers to fulfil their roles in delivering the Councils priorities.

We need officers to work flexibly and seamlessly from other

What is our Intention

Identify ICT provision for each working style

Identify ICT provision for home working

Identify ICT provision for telephony (mobile, fixed line, end user software etc)

What will be the end result look like

By end April 2014 job roles will have a working style and an associated ICT provision.

By February 2014 we will be clear about the ICT provision for working from home.

By August 2014 we will achieve a better ICT provision for users linking fixed and mobile communications.

Current Position

locations e.g. home or a different council location

Modern and flexible ICT platform supporting officers wherever they are, whatever they are doing using the SK solution that is best for them

We need to have good data protection protocols and data is handled responsibly

What is our Intention

Procurement of new mobile contract

Align agile rollout plans to the property workstream and agreed project plan for rollout within each service

Develop a business case for the corporate desktop applications (e.g. word processing, spreadsheets, email etc)

Contract in place for corporate desktop (subject to business case)

Options appraisal for access to document management.
Presentation of options and decision. Roll out of document management to commence

Go live with network of access points for staff to use for touch down points

Review policies, procedures (information and data handling inc data protection). Gap analysis on data handling

Action plan and implementation follow gap analysis

Training for staff on data handling

IT health check completed

PSN approval

What will be the end result look like

By August 2014 we will have a new mobile phone contract in place

By end April 2014 we will have a clear roll out plan for the main site in Grantham.

By end February 2014 we will have a business case for corporate desktop software.

By end April 2014 (subject to business case) we will have a contract in place of the new corporate desktop software

By end April 2014 we will have a options appraisal for document management. Procurement to be completed by August 2014 and a clear plan for rollout.

By September 2014 staff will be able to connect in specific locations without returning to the office.

By April 2014 We will have clear policies around information management and understand where our gaps in data handling are.

By August 2014 we will have completed the action plan and improved the way we handle data.

By August 2014 we will have provided relevant training for staff.

By July 2014 we will have completed an external IT heath check.

BY August 2014 we will have renewed our PSN submission

Current Position

We have a poor connection to the Stamford area office

What is our Intention

To improve this connection linked to a potential review of accommodation.

What will be the end result look like

By September 2014 we will have options for a new connection and a business case linked to implementation.

Supporting Customer Access Strategy

Current Position

We have little or no transactional services on the web

There is no clear understanding of the role of CRM within the Council.

The deployment of telephony provision is different with customer services (ACD) and other sections.

We do not have one customer database we are not joined up for customer service delivery.

There is no strategic use of social media

Stamford office has a poor network connection.

What is our Intention

To support the delivery of online and self serve facilities

Strategic decision will be made regarding the continued use of CRM and the vision for workflow across the authority

All high transaction areas will use the 'ACD' telephony system.

Audit all of our customer databases with a view to rationalisation of assets

We will support the delivery of social media

We will update the network connection to the Stamford office

What will be the end result look like

SK will be easier to interact and transact with allowing service users/requesters an additional choice

We will have a clear platform for the delivery of customer service across the organisation.

The use of this system will provide services with invaluable information about their performance. This will allow them to target resources to the most appropriate areas to meet customer needs.

SK will have an improved view of the customer and be better placed to tailor services around customer needs in future phases

Customers will be able to use social media to interact with the Council.

Staff will have improved access and can provide a better service to the customer.

Key Theme 2 - Partnerships

Current Position

We have a 5-way partnership for the delivery of ICT including North Kesteven DC, Boston BC, West Lindsey DC and City of Lincoln.

There is clear work plan to deliver convergence across the partnership.

We have an existing partnership arrangement with Boston Borough Council that is delivering projects based on sound governance.

There opportunities to have to bring the two ICT services under one umbrella to fully maximise the opportunity of partnership working.

What is our Intention

To support the delivery of the key partnership themes of :

- 3 Data Centres
- Converged Desktop with a common toolset for users
- Reduced infrastructure deployed in the 3 data centres
- Joined up partnership helpdesk
- Improved business resilience
- Common email and calendaring, instant messaging

Develop a one team approach to delivery of ICT between SKDC and Boston by the delivery of complementary ICT strategy and the operational delivery.

Grow a strong partnership with Boston by on shared resources, increasing skills, reducing risks.

Be proactive in identifying areas of collaboration/partnership

What will the end result look like

By December 2014 we will have achieved the convergence work programme and be in a position to consider new options for service delivery.

By April 2014 a one team approach for the delivery of ICT will be embedded. Projects will be delivered by one partner for the benefit of both.

By April 2014 SKDC and BBC will have a common work plan for the financial year for the delivery of ICT to include shared procurement of systems and applications.

By May 2014 SKDC and BBC will have a one shared data centre based at SKDC.

Key Theme 3 – ICT Governance and Data Security

Current Position

There is an established ICT steering board that sits at a strategic level

ICT based projects do not all follow the Council's project methodology.

There are risks in how we handle data and we need to ensure we handle data responsibly

We have renewed the PSN accreditation for 2013

We have no formal measures to benchmark the service

What is our Intention

To develop the ICT Steering Board to ensure that all relevant decision are made by this group.

Ensure project methodology adopted for all ICT projects

ICT will work with service areas to ensure data is handled correctly.

We will review our policies to ensure that they are fit for purpose.

To continue to provide solutions that preserve and protect our PSN accreditation and to ensure that service areas are aware of the requirements.

We will create a set of measures that can be benchmarked, especially in comparison to Lincolnshire districts

What will the end result look

All key ICT decisions will be taken through this board for ratification.

All capital bids at the budget setting process will be driven by the requirements of the ICT Steering board.

All significant ICT led projects will be delivered via the Council's agreed project methodology.

We will reduce risks of loss of data and reputational damage if we mishandle data. By April 2014 we will have reviewed policies and procedures.

We will successfully renew the PSN accreditation process in August 2014 and annually.

By April 2014 We will have clear performance measures for the service.

Key Theme 4 – Simplification of ICT delivery

Current Position

We have 7 different suppliers for our customer facing applications

Support for WindowsXP ends in April 2014 and we need to upgrade affected users

Core ICT applications (Microsoft Office etc) need to be upgraded over the course of this strategy.

What is our Intention

To simplify the ICT that is supported by the reduction in the number of suppliers we use.

To remove the deployment of WindowsXP.

To develop a business case for the upgrade of Office 2007 and the implementation of supporting tools such as instant messaging, presence etc

What will be the end result look like

We will have an

- Easier supplier management (reduced number of key suppliers to have an account management discussion)
- Potentially less upgrades
- Common helpdesk to raise issues
- Potentially less servers to manage
- Opportunity for contract negotiation
- Less resource to achieve the customer access requirement (e.g. links from a CRM type application to

By August 2014 all users will be upgraded from WindowsXP (in preparation for the PSN accreditation process).

By August 2014 end users will be provided with the latest end user tools to allow them to perform their role most effectively.

Key Theme 5 – Supporting elected members

Current Position

Limited consultation with members around the ICT provision.

Ageing ICT solution that needs to reviewing.

A perception of the service provided by ICT as poor. Lack of clarity on the needs of members.

A need to reduce costs of printing, paper and postage to members.

What is our Intention

Review ICT offer for members to ensure the needs of members are understood and the solution meets these needs at an appropriate cost.

What will be the end result look like

We will continue to support members and to provide good customer service.

We will implement a new IT solution for members for the election in May 2015.

Supporting Service Areas

Current Position

The use of
Geographical
Information Systems
(GIS) across the
Council is limited.

Wireless is not available for public and corporate in all our locations.

There are systems that require upgrades and enhancements.

What is our Intention

To ensure that all staff have access to GIS systems.

To ensure that service areas are using GIS to help them to deliver better services

Develop web based GIS solutions to allow service areas to produce information on the web.

To deliver wireless capabilities to the Grantham and Stamford guildhall.

To support the service areas in roll out and updating of key line of business applications

What will be the end result look like

By September 2014 develop a strategy and rollout plan for GIS.

By December 2014 ensure that all staff have access to GIS from their desktop.

Customers use GIS to access Council services online.

By May 2014 all areas of the Grantham and Stamford Arts Centres will have wireless access.

Service areas have a supporting ICT system that allows them to deliver services to customers in an effective and efficient manner.

Summary Action Plan

| Key Theme | Action Plan |
|-----------------------------------|---|
| Supporting Delivery of Priorities | To support the work in Lincolnshire on the BDUK bid |
| | To provide local investment in community wireless projects – completion of pilot |
| | To provide local investment in community wireless projects – Further rollout |
| Supporting Delivery of | Identify ICT provision for each working style |
| Priorities | Identity 1CT provision for each working style |
| | Identify ICT provision for home working |
| | Identify ICT provision for telephony (mobile, fixed line, end |
| | user software etc) |
| | , |
| | Procurement of new mobile contract |
| | Align agile rollout plans to the property workstream and |
| | agreed project plan for rollout within each service |

| When |
|---------------|
| December 2015 |
| April 2014 |
| March 2015 |
| April 2014 |
| February 2014 |
| August 2014 |
| August 2014 |
| April 2014 |

| Key Theme | Action Plan | When | |
|-----------------------------------|---|-------------------------------|--|
| | Develop a business case for the corporate desktop applications | February 2014 | |
| | Contract in place for corporate desktop | April 2014 | |
| | Options appraisal for access to document management. Presentation of options and decision. Roll out of document management to commence | April 2014 | |
| | Go live with network of access points for staff to use for touch down points | September 2014 | |
| Supporting Delivery of Priorities | Review policies, procedures (information and data handling inc data protection). Gap analysis on data handling | April 2014 | |
| | Action plan and implementation follow gap analysis | August 2014 | |
| | Training for staff on data handling | August 2014 | |
| | IT health check completed | July 2014 | |
| | PSN approval | August 2014 | |
| Supporting Delivery of Priorities | To improve connections to Stamford office linked to a potential review of accommodation. | September 2014 | |
| Supporting Delivery of Priorities | To support the delivery of online and self serve facilities | Date pending detailed project | |
| Supporting Delivery of Priorities | Strategic decision will be made regarding the continued use of CRM and the vision for workflow across the authority | June 2014 | |
| Supporting Delivery of Priorities | All high transaction areas will use the 'ACD' telephony system. | April 2014 | |
| Supporting Delivery of Priorities | Audit all of our customer databases with a view to rationalisation of assets | June 2014 | |

| Supporting Delivery of Priorities Partnerships |
|--|
| |
| Fartherships |
| |
| Partnerships |
| |
| |
| |
| |
| |
| TOT O |
| ICT Governance and Data Security |
| ICT Governance and |
| Data Security |
| Simplification of ICT |
| Delivery |

| Action Plan |
|--|
| We will support the delivery of social media |
| 3 Data Centres |
| Converged Desktop with a common toolset for users |
| Reduced infrastructure deployed in the 3 data centres |
| Joined up partnership helpdesk |
| Improved business resilience |
| Common email and calendaring, instant messaging |
| one team approach for the delivery of ICT will be embedded. Projects will be delivered by one partner for the benefit of both |
| SKDC and BBC will have a common work plan for the financial year for the delivery of ICT to include shared procurement of systems and applications |
| SKDC and BBC will have a one shared data centre based at SKDC. |
| We will review our policies to ensure that they are fit for |
| purpose. |
| We will create a set of measures that can be benchmarked, |
| especially in comparison to Lincolnshire districts |
| To simplify the ICT that is supported by the reduction in the |
| number of suppliers we use. |

| When |
|-------------------------------|
| Date pending detailed project |
| December 2014 |
| December 2014 |
| December 2015 |
| June 2014 |
| October 2014 |
| June 2014 |
| April 2014 |
| |
| April 2014 |
| |
| May 2014 |
| April 2014 |
| April 2014 |
| December 2014 |

| Key Theme |
|-----------------------|
| Simplification of ICT |
| Delivery |
| Simplification of ICT |
| Delivery |
| Supporting Elected |
| Members. |
| |
| Supporting Service |
| Areas. |
| |
| Supporting Service |
| Areas. |
| Supporting Service |
| Areas. |
| |

| Action Plan |
|---|
| To remove the deployment of WindowsXP. |
| End users will be provided with the latest end user tools to allow them to perform their role most effectively |
| Review ICT offer for members to ensure the needs of members are understood and the solution meets these needs at an appropriate cost. |
| To develop a strategy and rollout plan for GIS To ensure that all staff have access to GIS systems. |
| To deliver wireless capabilities to the Grantham and Stamford guildhall. |
| To support the service areas in roll out and updating of key line of business applications |

| When |
|----------------|
| August 2014 |
| August 2014 |
| May 2015 |
| September 2014 |
| December 2014 |
| May 2014 |
| Ongoing |

Appendix 1 - Glossary

BYOD – Bring Your Own Device : The ability to use non-corporately issued equipment.

Cloud computing – access to either applications or an operating system from a hosted system from a remote provider.

IT Health Check: A pre-defined check of the overall security of the network provided by an accredited third party.

GIS – Geographical Information Systems : The presentation of information via the use of maps.

VOIP - Voice over IP: The delivery of telephony over the same network as data.

PSN – Public Services Network: A joined up and secure network linking all levels of government. This has an associated standard to adhere to in order to continue the connection.

SAN - Storage Area Network: Large disk storage in the data centre.

TCO – Total Cost of Ownership: The total costs of owning equipment including costs of purchase, support and maintenance.

Thick, thin desktop: A thick model is the delivery of all IT (including processing) at the users desktop. A think model is the delivery of IT in the data centre and only screens being presented at the users desktop.

Virtualisation: Software that allow more than one server to be run on one physical machine.

WAN - Wide Areas Network: Data connections that connect locations.

Appendix 2 - Capital and Revenue Funding

Revenue Funding

The revenue budgets for accountancy heading 'supplies and services' for the core ICT service is as follows:

| Budget year | Amount |
|-------------|----------|
| 2014/15 | £501,000 |
| 2015/16 | £501,000 |
| 2016/17 | £504,000 |

Capital Funding

The capital programme for network equipment refresh is as follows:

| Budget year | Amount |
|-------------|---------|
| 2014/15 | £20,000 |
| 2015/16 | £40,000 |
| 2016/17 | |
| 2017/18 | £20,000 |

ICT Reserve

There is an established reserve of £200,000 that ICT can access that is primarily to support desktop refresh. The ICT reserve will be used to support the agile programme and aspects of the customer access programme. This is based on the following key areas :

- Hardware replacement for staff as their working styles are developed
- Hardware replacement for member for the election in May 2015
- Access to document management and scanning facilities for all staff that have the requirement
- Access to Corporate desktop software

In 2014/15 it is expected that around 40% of the 500 users organisation will have a change to their provision of ICT at approximately £400 per user. In 2015/16 another 20% is expected. After this point we would expect an ongoing replacement at around £20,000 per year.

Invest to Save Bids

Where this strategy identifies costs savings that require funding, a business case will be presented via the ICT steering board. The following areas are already identified within this strategy as requiring business cases to access invest to save funding;

- Replacement of key back office applications
- Investment in software to provide common desktop software
- Supporting the customer access strategy
- PSN compliance issues

Appendix 3 – Key Applications

The following pages provide an extract from the Sector Consulting

Revenues and Benefits

| | | Applic | ation Audit Sum | mary Details | | | |
|--------------------------------|----------------------------|-------------------------------|-----------------|-----------------------------|----------|-------------|--|
| Supplier | North | Northgate Information Systems | | Version No (Installed |) | 6.7.0.1 | |
| System Name | Rever | Revenues and Benefits | | Version No (Current) | | 6.7.0.2 | |
| Purpose | pose Revenues and Benefits | | - | | | | |
| RAG Status | Green: Good | Amt | per: Attention | Red: Action | | GOOD | |
| Primary Business | Rever | ues and Benefits | | | | | |
| Business Owner | Rever | Revenues and Benefits | | | | | |
| Technical Owner | ICT ar | ICT and Business | | | | | |
| Supplier A/C Mgr | Philip | Philip Bradley | | ey@northgate-is.com | 0782560 | 07825608168 | |
| No of regular user | s N/A | | | - | | | |
| No of licenced use | ers N/A | N/A | | Licence Type Site Licence | | e | |
| Licence Renewal I | Date 31 st N | 31 st March 2014 | | | | | |
| Support & Maintenance Contract | | Yes | Renewal | 31 st March 2014 | Cost | £45,000 | |
| | | | Live | Test | T | raining/Dev | |
| Server Environme | nt | UNIX serv | ver M3000 | UNIX server M3000 | UNIX ser | ver M3000 | |
| Interfaces | Housi | ng | | | | | |
| litterraces | Cash | Cash Receipting | | | | | |

Housing Management

| | | | Applica | tion Audit Sum | mary Details | | | | |
|--------------------|------------|------------------------|-------------------|-----------------------|------------------------|---------|-------------|--|--|
| Supplier | | Northgate | Information Sy | ystems | Version No (Installed) | | 47 | | |
| System Name | | Anite Hou | sing (OHMS) | | Version No (Current) | 50 | | | |
| Purpose | | Housing N | ousing Management | | | | | | |
| RAG Status | Greer | n: Good | Ambe | er: Attention | Red: Action | | ALTERN . | | |
| Primary Busines | 5 | Tenancy | - | _ | | | | | |
| Business Owner | | Tenancy | | | | T | | | |
| Technical Owne | r | ICT | ICT | | | İ | | | |
| Supplier A/C Mg | gr | Philip Brad | lley | philip.bradle | ey@northgate-is.com | 0782560 | 8168 | | |
| No of regular us | ers | N/A | | | | | | | |
| No of licenced u | isers | N/A | N/A | | e Site Licence | | | | |
| Licence Renewa | l Date | 31 st March | 2014 | | | | | | |
| Support & Main | tenance Co | ntract | Yes | Renewal | 31st March 2014 | Cost | £ | | |
| | | | | Live | Test | Ti | raining/Dev | | |
| Server Environment | | Windows | 2003 (VMWare) | Windows 2003 (VMWare) | | | | | |
| | | Revenues | and Benefits | | | | | | |
| Interfaces | | Optitime | | | | | | | |

CRM

| | | | Applicat | ion Audit Sum | mary Details | | | |
|--------------------------------|-------------------------------|------------|-----------------------|---------------|------------------------|---------------|--------------|---------|
| Supplier | State attended to the | | | | Version No (Installed) | | | 2.0.2 |
| System Name | | ISF | | | Version No (C | :urrent) | | 3.0.0.3 |
| Purpose | | CRM | | | | | | |
| RAG Status | Green | : Good | Amber | : Attention | Red: | Action | | ACTION |
| Primary Busine | ess | Customer | Services | | | | | |
| Business Owne | er | Customer | Services | | | | Ī | |
| Technical Own | ier | ICT and B | usiness | | | | | |
| Supplier A/C N | Иgr | Gil Litvin | | gil.litvin@s | oftwareag.com | | 01344 40 | 3800 |
| No of regular i | users | N/A | | 1 | | | | |
| No of licenced | users | N/A | | Licence Typ | | Perpetual Sit | e | |
| Licence Renew | icence Renewal Date 7th Decem | | nber 2013 | | | | | |
| Support & Maintenance Contract | | Rolling | Renewal | 1st May 2013 | | Cost | £22,000 | |
| | | | | Live | To | est | Training/Dev | |
| Server Environment | | Windows 20 | Windows 2003 (VMWare) | | Windows 2003 (VMWare) | | | |

Development Control and Building Control

| | | | Applicat | ion Audit Sum | mary Details | | | |
|----------------------|------------------------------|-------------|------------------|-----------------------|------------------------|------------|----------|------------|
| Supplier | | | | | Version No (Installed) | | | 74 |
| System Name | | Swift APAS | LG | | Version No (0 | Current) | i i | 75 |
| Purpose De | | Developme | ent and Building | Control | | | | |
| RAG Status | Gree | en: Good | Amber | : Attention | Red: | Action | A | TTENTION |
| Primary Busin | ess | Dev & Build | ding Control | 1 | | | | |
| Business Own | er | Dev & Build | ding Control | 1 | | | | |
| Technical Owr | ner | ICT and Bu | siness | 1 | | | | |
| Supplier A/C N | Иgr | Nigel Doré | nigel.dor | | swiftdatapro.co | <u>om</u> | 07917 64 | 6743 |
| No of regular | users | N/A | | | | | | |
| No of licenced | users | 33 Concurr | ent | Licence Typ | е | Enterprise | | |
| Licence Renev | e Renewal Date September 20: | | 2014 | | | | | |
| Support & Ma | intenance Co | ontract | Yes | Renewal | September 2 | 014 | Cost | £20,109 |
| | | L | | Live | T | est | Tr | aining/Dev |
| ierver Environment W | | Windows 20 | 003 (VMWare) | Windows 2003 (VMWare) | | | | |

Environmental Health, Licensing and Asset Management

| | | 212 | Applicat | tion Audit Sumn | nary Details | | |
|--------------------|--------------------------------|--------------|-------------|-----------------|------------------------|----------|------------|
| Supplier | | Civica | | | Version No (Installed) | | 7.13 |
| System Name | | Flare/APP | | | Version No (Current) | 8,2 | |
| Purpose | | Environmen | ntal Health | | | | |
| RAG Status | AG Status Green: Good | | | r: Attention | Red: Action | A | TTENTION |
| Primary Busine | PS5 | Environmer | ntal Health | 7 | | | |
| Business Own | er | Environmen | ital Health | 1 | | | |
| Technical Own | ier | ICT and Bus | iness | | | | |
| Supplier A/C N | Agr | Jane Hanna | jane.hanna | | @civica.co.uk | 01225 48 | 5009 |
| No of regular i | users | N/A | | | | | |
| No of licenced | users | 60 concurre | ent | Licence Type | e Enterprise | | |
| Licence Renew | al Date | 1st April 20 | 14 | | | | |
| | | | | | | | |
| Support & Ma | Support & Maintenance Contract | | Yes | Renewal | 1st April 2014 | Cost | £27,000 |
| | | | | Live | Test | Ti | aining/Dev |
| Server Environment | | | Windows 2 | 008 (VMWare) | Windows 2008 (VMWare) | | |

Waste Services

| | | | Applic | ation Audit Sum | mary Details | | | |
|----------------|----------------------------------|-------------|---------------|-----------------|----------------|-------------|--------------|---------|
| Supplier | | Mayrise | | | Version No (I | nstalled) | | 5.1.8.1 |
| System Name | | Waste Servi | ces | | Version No (| Current) | 6.7.1.1 | |
| Purpose Wa | | Waste Servi | ces | | | | | |
| RAG Status | Green | : Good | Amt | per: Attention | Red: | Action | | ACTION) |
| Primary Busin | ess | Waste Servi | ces | 14 | | | | |
| Business Own | er | Waste Servi | ces | | | | T | |
| Technical Owr | ner | ICT and Bus | ness | ness | | | | |
| Supplier A/C N | Лgr | Paul Summe | ers paul.summ | | ers@mayrise.co | .uk | 01453 82 | 7400 |
| No of regular | users | N/A | | | | | | |
| No of licenced | users | 25 Concurre | nt | Licence Typ | е | Enterprise | | |
| Licence Renev | icence Renewal Date 1st April 20 | | 14 | | | | | |
| Support & Ma | intenance Cor | ntract | Yes | Renewal | 1st Ap | ril 2014 | Cost | £3,150 |
| | | | | Live | 1 1 | est | Training/Dev | |
| Server Enviror | erver Environment | | Windows | 2003 (VMWare) | Windows 200 | 03 (VMWare) | | |

| | | | Applic | ation Audit Sum | mary Details | |
|--------------------|-------------------------------|------------|---------------|-----------------|--|--------------|
| Supplier | | | | | Version No (Installed) | v12.10.24.05 |
| System Name | | Waste Sen | /ices | | Version No (Current) | v12.11.13.05 |
| Purpose | | Waste Serv | vices | | | - |
| RAG Status | G Status Green: Good | | Amb | per: Attention | Red: Action | GOOD |
| Primary Busine | SS | Waste Sen | /ices | | | |
| Business Owne | 1000 | Waste Sen | vices | 1 | | |
| Technical Own | er | ICT | | 1 | | |
| Supplier A/C M | gr | Stephen D | eakin | sdeakin@b | artecautoid.com | 07980991627 |
| No of regular u | sers | N/A | | | | |
| No of licenced | users | 5 concurre | nt | Licence Typ | e Perpetual | |
| Licence Renew | al Date | 31st March | n 2014 | | | |
| | | | | | | |
| Support & Mai | upport & Maintenance Contract | | Yes | Renewal | 31st March 2014 | Cost £13,800 |
| | | | | Live | Test | Training/Dev |
| Server Environment | | Hosted | in the second | | The state of the s | |

Document Management Systems

| | | | Applicat | ion Audit Sum | mary Details | | |
|--------------------|-------------------------------|-------------|--------------|---------------|-----------------------|--|------------|
| Supplier | | Civica | | | Version No (Installed |) | 15.0.6 |
| System Name | | Civica Worl | rflow | | Version No (Current) | | 17.0.1 |
| Purpose | | EDRMS | | | | | |
| RAG Status | G Status Green: Good | | Amber | : Attention | Red: Action | A | TTENTION |
| Primary Busine | 255 | Revenues a | nd Benefits | 7 | | | |
| Business Owne | r | Revenues a | nd Benefits | | | | |
| Technical Own | er | Business | | | | | |
| Supplier A/C M | lgr | Robert Atki | nson | robert.atkir | nson@civica.co.uk | 07870 59 | 5 244 |
| No of regular u | isers | N/A | | 7 | | | |
| No of licenced | users | 65 Concurr | ent | Licence Typ | e Enterp | orise | |
| Licence Renew | al Date | December : | 2013 | | | | |
| | | | | | | | |
| Support & Mai | upport & Maintenance Contract | | Yes | Renewal | December 2013 | Cost | £5,700 |
| | | | | Live | Test | Tr | aining/Dev |
| Server Environment | | | 003 (VMWare) | 1190000 | - 10 | WILLIAM TO THE PARTY OF THE PAR | |

| | | | Appli | cation Audit Sum | mary Details | | |
|--------------------|------------|--------------|--------|------------------|--------------------|---------|--------------|
| Supplier | | OpenText | | | Version No (Instal | led) | 9.1 |
| System Name | | R/KYV | | | Version No (Curre | nt) | |
| Purpose | | EDRMS | | | | | |
| RAG Status | Green | : Good | Ami | ber: Attention | Red: Actio | on I | ATTENTION |
| Primary Business | | ICT (Corpo | rate) | | | | |
| Business Owner | | ICT (Corpo | rate) | | | | |
| Technical Owner | | ICT | | | | | |
| Supplier A/C Mgr | | Alastair Ki | nnear | akinnear@d | pentext.com | 07799 | 843957 |
| No of regular user | 5 | N/A | | | | | |
| No of licenced use | rs | | | Licence Typ | Site | Licence | |
| Licence Renewal D | ate | 31st Marci | h 2014 | | | | |
| Support & Mainte | nance Cor | ntract | Yes | Renewal | 31st March 2014 | Cost | £10,500 |
| Support a mante | manual con | TH GCC | Tes | nenewai | JAST MIDICITALITY | Cost | 1210,500 |
| | | | | Live | Test | | Training/Dev |
| Server Environment | | Windows 2003 | | | | | |

Electoral Services

| Ĭ | | | Applicat | tion Audit Sum | mary Details | | |
|--------------------|----------------------|--------------------|--------------|----------------|------------------------|------------|------------|
| Supplier | | | | | Version No (Installed) | B | 1.14 |
| System Name | | Xpress Ma | nagement | | Version No (Current) | | 1.14 |
| Purpose | urpose Electoral Ser | | | | | | |
| RAG Status | G Status Green: Good | | Ambe | r: Attention | Red: Action | | GOOD |
| Primary Business | | Democrati | c Services | 7 | | | |
| Business Owner | | Democrati | c Services | | | | |
| Technical Owner | | ICT and Bu | siness | | | | |
| Supplier A/C Mgr | | Jamie Doig | l . | jamie.doig@ | exssl.co.uk | 01453 79 | 4915 |
| No of regular use | rs | N/A | | 7 | | | |
| No of licenced use | ers | 100,000 el | ectors (max) | Licence Typ | e Enterpr | ise | |
| Licence Renewal I | Date | 31st March | n 2014 | | - | | |
| Support & Mainte | enance Co | ontract | Yes | Renewal | 31st March 2014 | Cost | £12,000 |
| | | | | Place | MIN Test | | alaine/Day |
| - | | Mindows 2 | Live | Test | 15 | aining/Dev | |
| Server Environme | ent. | Server Environment | | 008 (VMWare) | 8 1 | | |

Council Administration

| | | | Applicat | ion Audit Sum | mary Details | | | |
|--------------------------|----------------------|------------|---------------|---------------|------------------------|--------------|--------------|--------|
| Supplier | | | | | Version No (Installed) | | 1139 | |
| System Name | | Modern.go | ov | | Version No | (Current) | | 1290 |
| Purpose | | Council Ad | lministration | · · | | | | |
| RAG Status | Gree | n: Good | Amber | : Attention | Rec | l: Action | | GOOD |
| Primary Busin | ess | Democrati | c Services | 1 | | | | |
| Business Own | er | Democrati | c Services | Ť | | | | |
| Technical Owr | ner | ICT | | | | | | |
| Supplier A/C N | Лgr | Fiona Boyl | info@mod | | rngov.co.uk | | 01730 89 | 5 777 |
| No of regular | users | N/A | 1 | 1 | | | | |
| No of licenced | users | N/A | | Licence Typ | е | Site Licence | | |
| Licence Renev | enewal Date May 2013 | | | | | | | |
| Support & Ma | intenance Co | ontract | Yes | Renewal | May 2013 | | Cost | £6,670 |
| | | Li | | Live | Test | | Training/Dev | |
| Server Environment Windo | | Windows 20 | 003 (VMWare) | | | | | |

Planning Policy

| Ú | | | Appli | cation Audit Sum | mary Details | | |
|--------------------|----------------------|-------------|-----------|------------------|---------------------|--|------------------|
| Supplier | | Objective | | | Version No (Install | ed) | N/A |
| System Name | | Objective (| Online | | Version No (Currer | it) | N/A |
| Purpose | | Planning P | olicy | | | | |
| RAG Status | G Status Green: Good | | Ami | ber: Attention | Red: Action | n J | G000 |
| Primary Busines | is | Planning P | olicy | | | | |
| Business Owner | | Planning P | olicy | | | 1 | |
| Technical Owne | r | Business | | | | | |
| Supplier A/C Mg | gr | Des Shana | han | des.shanah | an@objective.com | 01628 6 | 40437 |
| No of regular us | ers | N/A | | | | | |
| No of licenced u | isers | N/A | | Licence Typ | e Lice | nced to Planning P | olicy department |
| Licence Renewa | Date | 1st May 20 | 013 | | | | |
| | | - | | | | | |
| Support & Main | tenance C | Contract | Yes | Renewal | 1st May 2013 | Cost | £10,000 |
| | | | | Live | Test | | raining/Dev |
| Server Environment | | Hosted E | xternally | | | network that the State of the S | |

Financials

| | | | Appli | cation Audit Sum | mary Details | | |
|---|----------------------|------------|---------------|------------------|------------------------|------------------|---------|
| Supplier | | Advanced | Business Solu | utions | Version No (Installed) | | 4.1 |
| System Name | | Cedar eFir | nancials | | Version No (Current) | | 4.1 |
| Purpose | | Finance | | | | - | |
| RAG Status | G Status Green: Good | | Am | ber: Attention | Red: Action | | GOOD |
| Primary Business | | Accountar | ncy | | | | |
| Business Owner | | Accountar | псу | | | | |
| Technical Owner | | ICT and Bu | usiness | | | | |
| Supplier A/C Mgr | | David Lair | d | david.laird@ | advancedcomputersoftwa | re.com 07912 281 | 521 |
| No of regular user: | S | N/A | | | | | |
| No of licenced use | rs | N/A | | Licence Typ | e Perpet | ual Enterprise | |
| Licence Renewal D |)ate | April 2013 | | | | | |
| Support & Mainter | nance Cor | ntract | Yes | Renewal | April 2013 | Cost | £26,000 |
| Support & Mainter | nance Cor | ntract | Yes | Renewal | | Cost | £26,000 |
| Participant Property Control of the | | Marina | Live | Test | Ira | ining/Dev | |
| Server Environmen | Server Environment | | Window | s 2008 (VMWare) | | | |

Legal Case Management

| | | Applic | cation Audit Sum | mary Details | | |
|--------------------------------|--------------|------------------------|------------------|------------------------|---------------|--|
| Supplier | Civica | Civica | | Version No (Installed) | 5.1.196 | |
| System Name Civica Lega | | al (previously Galaxy) | | Version No (Current) | 6.3 | |
| Purpose Legal Case N | | Managemen | t | | - | |
| RAG Status | Green: Good | Ami | ber: Attention | Red: Action | ATTENTION | |
| Primary Business | Legal Serv | ices | | | | |
| Business Owner | Legal Serv | Legal Services | | | | |
| Technical Owner | ICT | ICT | | | | |
| Supplier A/C Mgr | Richard Be | Richard Beard | | rd@civica.co.uk | 07800 610435 | |
| No of regular users | N/A | | | | | |
| No of licenced users | 10 | 10 | | e Enterprise | e | |
| Licence Renewal Date | e April 2013 | April 2013 | | | | |
| | | | - | | | |
| Support & Maintenance Contract | | Yes | Renewal | April 2013 | Cost £8,000 | |
| | | | | Test | Training/Dev | |
| Server Environment | | Windows | s 2003 (VMWare) | 11000 | Trouming Surv | |

HR and Payroll

| n e | | | Applic | ation Audit Sum | mary Details | | | |
|--------------------------------|----------------------|------------------|---------------|-----------------------|-------------------------|--------------|--------|--|
| Supplier | | Teamspirit | 8 | | Version No (Installed) | | 12.2.7 | |
| System Name | | Teamspirit | | | Version No (Current) | 13.1 | | |
| Purpose | rpose HR and Payroll | | | | | | | |
| RAG Status | Gre | en: Good Amber: | | per: Attention | Attention Red: Action | | GOOD | |
| Primary Busines | SS | HR and Pay | /roll | | | | | |
| Business Owner | rii | HR and Paymaster | | | | | | |
| Technical Owne | er | ICT and Business | | | | | | |
| Supplier A/C M | gr | Nigel Derbyshire | | nderbyshire | @bondteamspirit.com | 01903 707121 | | |
| No of regular us | sers | N/A | | | | | | |
| No of licenced u | users | Concurrent | | Licence Typ | Licence Type Enterprise | | | |
| Licence Renewa | al Date | April 2013 | | | 11-11-10-1 | | | |
| Support & Maintenance Contract | | Yes | Renewal | April 2013 | Cost | £9,500 | | |
| | | | | F. Torres | | 1 7 | | |
| | | NAME OF | Live | Test | | aining/Dev | | |
| Server Environment | | Windows | 2008 (VMWare) | Windows 2008 (VMWare) | | | | |

Version Control

Date: March 2014 Version 1.4 version

Contact Information

Service manager Andy Nix

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Strategic Director Daren Turner
Telephone contact 01476 406201

Email d.turner@southkesteven.gov.uk

Portfolio Holder Cllr Paul Carpenter