

**IT WORKING GROUP held at COUNCIL OFFICES LONDON ROAD
SAFFRON WALDEN at 5.00 pm on 19 JANUARY 2006**

Present: Councillor R F Freeman - Chairman
Councillors K R Artus ,W F Bowker, R M Lemon and A R
Thawley.

Officers in attendance: M Brean, V Harvey, and A Webb.

ITWG36 MINUTES OF PREVIOUS MEETING

The minutes of the meeting held on 15 December 2005 were signed as a correct record.

ITWG37 OVERVIEW FOR NEW MEMBERS

The Head of IT gave an overview on the current position of the work under the IT Working Group.

Citrix had ten servers. It was never stable for office workers and at present 75% of workers were now on Zen-Works; within the forthcoming weeks the rest of the users should have made the switch. Zen-Works would operate by updating the system and the software which was installed on individual workstations. This had an auto back-up system off-site.

Some corporate systems included ICLipse (originally developed by ICL Systems Ltd), which was being rolled out; CRM, being implemented; Strand which was old, but very effective and Ocella, which was an old system and weakest in Environmental Services. Despite this UDC was voted in the top 7% by Local Land and Property Gazetteer.

For the last quarter there were 18 Member help desk calls logged.

Wireless routers and broadband may be considered for Members PCs.

ITWG38 IT CAPITAL PROGRAMME

The Head of IT had prepared a report detailing various IT projects being considered for inclusion in the 2006/07 IT Programme. The proposed IT Capital Programme for 2006/07 totalled £440,000 with a reserve programme of £90,000.

The Customer Service Centre was expensive, but the equipment essential.

This included:

- Computers with UPS back-up and flat screens
- Office furniture (desks, chairs, lighting etc)
- Self service kiosks
- Document scanners

- Equipment to help the visually impaired view documents.

This would have a project cost of £65,000 and an annual cost of £10,000. Website development would be the establishment of a generic frequently asked system, which would link directly to CRM. This would be a hosted service with an on-going annual charge of £18,000. The project cost would be £50,000.

A Replacement Telephony System would replace the existing telephone system, this was eight years old and prone to failure. The suppliers had said there would be no new developments, therefore UDC would need to move onto a voiceover IP. This would be costly with a project cost of £250,000 and £11,000 annual costs. There would be many benefits, these included:

- Improved telephony for staff
- Better resilience for home workers and the opportunity to expand this way of working
- Reduction in call charges both on landlines and mobiles
- Enhanced Customer Service Centre functionality.

Minor Projects would provide funding to a range of minor, user requested projects with demonstrable service and efficiency benefits. Examples included the replacement of all PCs running Microsoft Windows 98 and increasing the RAM in all machines from 128mb to 512mb. The establishment of miscellaneous projects would cost £20,000 with minimal annual costs.

Housing Systems Upgraded (pt2) – Homelessness and Service Charge modules would develop and install the SX3 iWorld homelessness and service charge modules, this would have a project cost of £40,000 and a support charge of £5,000.

Replacement server programme would be a rolling replacement programme to ensure the Council's forty servers were replaced at regular intervals to enable minimal disruption. This would have a project cost of £10,000, which would be sufficient to replace around 3 servers in 2006/07.

Technical Strategy would enable on-going development of the Council's technical infrastructure, to keep up to speed with the increasing demands resulting from e-government and general growth. Once the broad e-Government Strategy was to be finalised, it would be necessary to review the detailed technical strategy to identify the developments that would need to be made. This would include a server resilience programme, but would be time consuming for officers. Additional Network/server monitoring tools would be required. Servers were being built to be more robust, with better disaster recovery. This had a project cost of £20,000.

The Network Upgrade would be a review and upgrade of the Council's existing Cat 4 Ethernet network. This review would be critical to the replacement telephone system. This would have a project cost of £40,000.

Storage Area Network (SAN) would be a high-speed sub-network of shared storage devices. This machine would contain nothing but a disk or disks for

storing data. SANS made all storage devices available to all servers on a Local Area Network.

The Working Group were informed that these figures had been checked by the Executive Manager (Finance and Asset Strategy).

Councillor Lemon proposed to support the approval of the Draft Capital Programme 2006/07 and Councillor Artus seconded.

RESOLVED that the Operations Committee be recommended to:

1. Include the proposed IT Capital Programme for inclusion in the overall Capital Programme for 2006/07.
2. Include a sum of £440,000 for IT developments in the overall General Fund Capital Programme for 2006/07.

ITWG39

ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS TO BE URGENT

Councillor Artus asked that a questionnaire be used to help identify where improvements would be needed. He also suggested a discussion forum on the intranet about the new telephony system, which the Head of IT agreed to.

The meeting ended at 6.20pm.