

**Committee:** IT Working Group

**Date:** 19 January 2006

**Title:** Draft IT Capital Programme 2006/07

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Item for decision

**Summary**

- 1 This report provides details of various IT projects being considered for inclusion in the 2006/07 IT Programme. The report explains the basis on which projects have been prioritised and seeks Members approval for the resulting proposed programme. The report also recommends that the sum of £440,000 be included in the draft General Fund Capital Programme.

**Proposed Development Programme**

- 2 Set out in Appendix One is a proposed IT Capital Programme for 2006/07 totalling £440,000 with a reserve programme totalling £90,000. Appendix Two provides brief details of each of these projects, including summary costs and benefits. The projects have been divided into two groups:-
  - (a) Corporate Plan Priority developments – Projects contributing to the targets within the Corporate Plan.
  - (b) Core IT technical developments – Projects required to update the IT infrastructure, in order to cope with the growing and increasingly complex use of IT within the Council. Funding is also required to meet new legislative requirements regarding the public’s right of access to information.

**Funding of the Programme**

- 3 On the basis of the assumptions made, it is suggested that a programme of £440,000 be funded, as follows:

Uttlesford Funding – General Fund	440,000
Uttlesford Funding – HRA	0
	£ 440,000

- 4 The on-going revenue implications of the proposed programme are also set out in Appendix One. Most of the items in the suggested programme have few or no net revenue budget implications. Even so, there would be additional revenue costs of £25,000 per annum, to be financed as follows:

Growth items included in the draft General Fund revenue estimates	£ 25,000
Growth item to be included in the HRA revenue estimates	£ 0
	<u>£ 25,000</u>

### Recommendations

That the Operations Committee be recommended to:

- 1 Include the proposed IT Capital Programme, attached as Appendix One, 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.

### Background Papers

None

### Impact

Communication/Consultation	<b>N/A</b>
Community Safety	<b>N/A</b>
Equalities	<b>N/A</b>
Finance	<b>Agreed</b>
Human Rights	<b>N/A</b>
Legal implications	<b>N/A</b>
Ward-specific impacts	<b>N/A</b>
Workforce/Workplace	<b>N/A</b>

## APPENDIX ONE - Proposed IT Capital Programme 2006/07

		Proposed Programme		Reserve Programme		Priority *Note 1
		Project Cost £	Annual Cost £	Project Cost £	Annual Cost £	
	<b><u>Corporate Projects</u></b>					
1	Customer Service Centre	65,000	10,000	0	0	1
2	Website Development	0	0	50,000	18,000	3
3	Replacement Telephone System	250,000	11,000	0	0	1
		<b>£315,000</b>	<b>£21,000</b>	<b>£50,000</b>	<b>£18,000</b>	
	<b><u>User Requested Projects</u></b>					
4	Minor Projects	20,000	0	0	0	2
5	Housing System Upgrades (pt2)			40,000	5,000	3
		<b>£20,000</b>	<b>£0</b>	<b>£40,000</b>	<b>£5,000</b>	
	<b><u>IT Infrastructure Projects</u></b>					
6	Replacement Server Programme	10,000	0	0	0	2
7	Technical Strategy	20,000	0	0	0	2
8	Network Upgrade	40,000	0	0	0	1
9	Storage Area Network (SAN)	35,000	4,000	0	0	2
		<b>£105,000</b>	<b>£4,000</b>	<b>£0</b>	<b>£0</b>	
	<b>Total Proposed IT Programme</b>	<b>£440,000</b>	<b>£25,000</b>	<b>£90,000</b>	<b>£23,000</b>	
	<b>Less HRA Programme</b>	<b>-£0</b>	<b>-£0</b>	<b>-£40,000</b>	<b>-£5,000</b>	
	<b>General Fund Programme</b>	<b>£440,000</b>	<b>£25,000</b>	<b>£50,000</b>	<b>£18,000</b>	

### Notes

1. Priorities have been determined on the following basis:
  - a. **Relevance to Corporate Plan** - Projects that specifically meet the aims of the Corporate Plan have been given a higher priority rating.
  - b. **On-Going Financial & Staffing Commitments** - Projects that require high levels of on-going resources, whether financial or staffing, have been given a lower priority.
  - c. **Statutory Obligations** – Projects that help the Council fulfil its statutory obligations have been given a higher priority.
  
2. Non-monetary savings may result from:
  - a. Essex Online Partnership (EOLP) working.
  - b. Utilising the outcomes from national and pathfinder e-government projects.

## **APPENDIX TWO**

<b>1. Customer Service Centre</b>		
<p>Project Description – This project is the equipping of the new service areas with appropriate equipment:</p> <ul style="list-style-type: none"> <li>• Computers with UPS back-up and flat screens</li> <li>• Office furniture (desks, chairs, lighting etc.)</li> <li>• Self service kiosks</li> <li>• Document scanners</li> <li>• Equipment to help the visually impaired view documents.</li> </ul>		
<p>Budget</p> <p>Annual support charges for hardware</p>	<p><b>Project Costs</b></p> <p>£</p> <p>65,000</p> <hr/> <p>65,000</p>	<p><b>Annual Costs</b></p> <p>£</p> <p>10,000</p> <hr/> <p>10,000</p>
<p><b>Benefits</b></p> <ul style="list-style-type: none"> <li>• Provides a greatly improved focus on customer service &amp; more likely to meet the growing expectations of customers.</li> <li>• Provides a consistent level of service, regardless of the department, across all access channels.</li> <li>• Up to 80% of all enquiries could be dealt with at the first point of contact. This would lead to significantly improved efficiency, as specialist and technical staff would no longer be required to deal with routine enquiries, and frontline staff can concentrate on providing customer services.</li> <li>• Opportunity to 'iron out' peaks and troughs in service delivery.</li> <li>• Opportunity to fully exploit CRM technology.</li> <li>• Opportunity to revamp the reception area &amp; create additional interview room space.</li> <li>• Opportunity to more fully exploit the potential of the existing CICs</li> </ul>		
<p><b>ICT Support Implications</b></p> <p>Project – Medium; Support – Moderate</p>		

**Relevance to Corporate Plan**

*14 – Review how our citizens currently access the Council’s services and the opportunities available for providing more choice, improved service and greater integration with other agencies*

*15 – Make full use of the potential for electronic service delivery to improve the responsiveness and quality of services*

*17 – Improve our liaison and contact with Hard-to-Reach groups to understand their needs*

*30 – Communicate and consult effectively with visitors, residents and businesses in the district about services/service development, needs and concerns*

**Suggested Priority Rating & Reason**

- Essential as a result of the decision to establish Customer Service Centres
- Directly relevant to Corporate Plan.

1

<b>2. Website Development</b>		
<b>Project Description</b> – The establishment of a generic frequently asked questions (FAQ) system which will link directly to the Customer Relationship Management (CRM) system.		
Cost of project	<b>Project Costs</b>  50,000 <hr/> 50,000	<b>Annual Costs</b>  18,000 <hr/> 0
<p>This project would involve the purchasing of an additional module from our existing CRM supplier. This is a hosted service with an on-going annual charge.</p>		
<p><b>Benefits</b></p> <p>An FAQ system linked directly to the councils CRM system will provide an additional means of contact for citizens. The website already provides information 24 x 7 and this product will increase the amount of information available whilst also linking directly to back office systems.</p>		
<p><b>ICT Support Implications</b> Project – High; Support – Low</p>		
<p><b>Relevance to Corporate Plan</b>  <i>14 – Review how our citizens currently access the Council’s services and the opportunities available for providing more choice, improved service and greater integration with other agencies</i>  <i>15 – Make full use of the potential for electronic service delivery to improve the responsiveness and quality of services</i></p>		
<p><b>Suggested Priority Rating</b></p> <ul style="list-style-type: none"> <li>• High initial resource implications at a time when the CRM installation is taking priority</li> <li>• Low on-going resource implications.</li> <li>• General relevance to Corporate Plan.</li> <li>• Opportunities for efficiency improvements.</li> <li>• Recommended for 2007/08 Capital Programme</li> </ul>		3

### 3. Replacement Telephone System

**Project Description** – The replacement of the existing telephone system which is 8 years old and prone to failure. The suppliers have also issued an ‘end of life’ notice for the product. The project also includes the widening of the new system to include sheltered units, depots and the museum. Changing to IP telephony using computer networks thereby reducing call charge costs.

	<b>Project Costs</b>	<b>Annual Costs</b>
Project	250,000	11,000
The additional annual costs are net after taking into account the existing payments (£22,000 - £11,000 existing)	<u>250,000</u>	<u>11,000</u>

#### **Benefits**

1. Improved telephony for staff
2. Better resilience for homeworkers and the opportunity to expand this way of working
3. Reduction in call charges both on landlines and mobiles
4. Enhanced Customer Service Centre functionality

#### **ICT Support Implications**

Project – High: Support – Moderate

#### **Relevance to Corporate Plan**

*15 – Make full use of the potential for electronic service delivery to improve the responsiveness and quality of services*

#### **Suggested Priority Rating**

Essential Corporate system which is not meeting our current needs and will not meet future requirements

1

<b>4. Minor Projects</b>		
<p><b>Project Description</b> – To provide funding for a range of minor, user requested projects with demonstrable service and efficiency benefits. Examples of the type of projects that have been identified include:</p> <ul style="list-style-type: none"> <li>• Replacement of all PCs running Microsoft Windows 98.</li> <li>• Increase the RAM in all machines from 128mb to 512mb</li> </ul>		
<b>Costs</b>	<b>Project Costs</b>	<b>Annual Costs</b>
Establishment of miscellaneous projects fund	20,000	minimal
<p><b>Benefits</b> Dependent upon project. However, it is expected that in each case relatively minor expenditure will lead to a significant improvement in efficiency.</p>		
<p><b>ICT Support Implications</b> Dependent upon project. However, unlikely to be any significant on-going call on IT resources.</p>		
<p><b>Relevance to Corporate Plan</b> Dependent upon project. Although unlikely to relate to any direct Corporate Plan targets, this will be taken into account when deciding priorities.</p>		
<p><b>Suggested Priority Rating</b> Previous uses of this fund have led to significant improvements in efficiency.</p>	2	



<b>5. Housing System Upgraded (pt2) - Homelessness and Service Charge modules</b>		
<b>Project Description</b> – To develop and install the SX3 iWorld homelessness and service charge modules. The licences were purchased when the product was initially installed but have never been activated.		
	<b>Project Costs</b>	<b>Annual Costs</b>
Homelessness and Service Charge modules Implementation	40,000	
<b>Annual Costs</b> Support charges		5,000
	<hr/> 40,000	<hr/> 5,000
* <b>Specific Funding</b> Would require funding from the Housing Revenue Account.		
<b><u>Benefits</u></b>		
<ol style="list-style-type: none"> <li>1. Maximising the functionality available within the Housing System</li> <li>2. Increase efficiency as these systems are currently manual processes</li> </ol>		
<b><u>ICT Support Implications</u></b>		
Project - High IT Support – Moderate		
<b><u>Relevance to Corporate Plan</u></b>		
<i>15 – Make full use of the potential for electronic service delivery to improve the responsiveness and quality of services</i>		
<b><u>Suggested Priority Rating</u></b> Relevant to the corporate plan. Substantial IT and Housing resource implications. Recommended for inclusion in the 2007/08 Capital Programme	3	

<b>6. Replacement Server Programme</b>		
<b>Project Description</b> – A rolling replacement programme to ensure that the Council's forty servers are replaced at regular intervals, so that serious disruption to services is minimised.		
<b>Project Costs</b> Provision for replacement servers (Sufficient to replace around 3 servers in 2006/07)	10,000	
<b>Specific Funding</b> None		
<b>Benefits</b> <ul style="list-style-type: none"> <li>• Minimises 'down-time' and risk of data loss.</li> <li>• Would enable the Council to take advantage of the improved specification of new machines. For example, it would be possible to purchase replacement servers with RAID storage, which aids recovery in the event of serious machine failure.</li> <li>• Enables more energy efficient servers to be acquired.</li> </ul>		
<b>ICT Support Implications</b> Project - Moderate, Support – Reduced		
<b>Suggested Priority Rating</b> Supports the prudent management of IT resources.		2

<b>7. Technical Strategy</b>		
<p><b>Project Description</b> - A provision to enable on-going development of the Council's technical infrastructure, in order to keep pace with the increasing demands resulting from e-government and the general growth in the use of IT within the Council.</p> <p>Once the broad E-Government Strategy has been finalised, it will be necessary to review the detailed technical strategy, to identify the developments that will need to be made.</p> <p>These may include, for example:</p> <ul style="list-style-type: none"> <li>• A server resilience programme.</li> <li>• Additional Network / server monitoring tools.</li> </ul>		
	<b>Project Costs</b>	<b>Annual Costs</b>
Provision for implementation of technical strategy	20,000	0
<p><b>Benefits</b></p> <p>Dependent upon the nature of the developments carried out, although generally:</p> <ul style="list-style-type: none"> <li>• Supports the implementation of the government transformation strategy.</li> <li>• Ensures that IT-based service delivery is protected in the medium to long term.</li> <li>• Ensures that the best possible value is being obtained from the IT assets owned by the Council.</li> </ul>		
<p><b>ICT Support Implications</b></p> <p>Dependent upon the nature of the developments carried out.</p>		
<p><b>Relevance to Corporate Plan</b></p> <p><i>14 – Review how our citizens currently access the Council's services and the opportunities available for providing more choice, improved service and greater integration with other agencies</i></p> <p><i>15 – Make full use of the potential for electronic service delivery to improve the responsiveness and quality of services</i></p>		
<p><b>Suggested Priority Rating</b></p> <p>On-going investment in the ICT infrastructure is vital if the Council is to meet the increasing expectations citizens have from Council services.</p>	2	

<b>8. Network Upgrade</b>		
<p>Project Description – A review and upgrade of the councils existing Cat 5 Ethernet network. The project will involve an audit by an external organisation to identify points of data congestion and recommend where improvements, such as the roll-out of fibre backbone, need to be made. This review and upgrade is critical to item 3 the replacement telephone system.</p>		
Budget	<b>Project Costs</b> 40,000	<b>Annual Costs</b> 0
<p><b>Benefits</b></p> <ul style="list-style-type: none"> <li>• Improved service provision through quicker response and improved resilience</li> <li>• Cheaper telephony charges as a result of voice using the data network</li> <li>• Future proofing of the existing network</li> </ul>		
<p><b>ICT Support Implications</b> Project - High, Support – Low</p>		
<p><b>Relevance to Corporate Plan</b>  <i>14 – Review how our citizens currently access the Council's services and the opportunities available for providing more choice, improved service and greater integration with other agencies</i>  <i>15 – Make full use of the potential for electronic service delivery to improve the responsiveness and quality of services</i></p>		
<p><b>Suggested Priority Rating</b> On-going investment in the ICT infrastructure is vital if the Council is to meet the increasing expectations citizens have from Council services.</p>	1	

<b>9. Storage Area Network</b>		
<p>Project Description - Storage Area Network (SAN) is a high speed sub-network of shared storage devices. A storage device is a machine that contains nothing but a disk or disks for storing data. A SAN's architecture works in a way that makes all storage devices available to all servers on a Local Area Network. As more storage devices are added to a SAN, they too will be accessible from any server in the larger network. This will be the second SAN thereby adding more storage capability and providing resilience.</p>		
	<b>Project Costs</b>	<b>Annual Costs</b>
Provision of a SAN including consultancy, implementation and installation	35,000	4,000
<p><b>Benefits</b>            Stored data does not reside directly on any of a network's servers, server power is therefore utilised for business applications, and network capacity is released to the end user.</p>		
<p><b>ICT Support Implications</b>            Project: High, Support: Low</p>		
<p><b>Relevance to Corporate Plan</b>  <i>14 – Review how our citizens currently access the Council's services and the opportunities available for providing more choice, improved service and greater integration with other agencies</i></p>		
<p><b>Suggested Priority Rating</b>            Necessary to improve the speed of service that is available both to internal and external customers</p>	2	