

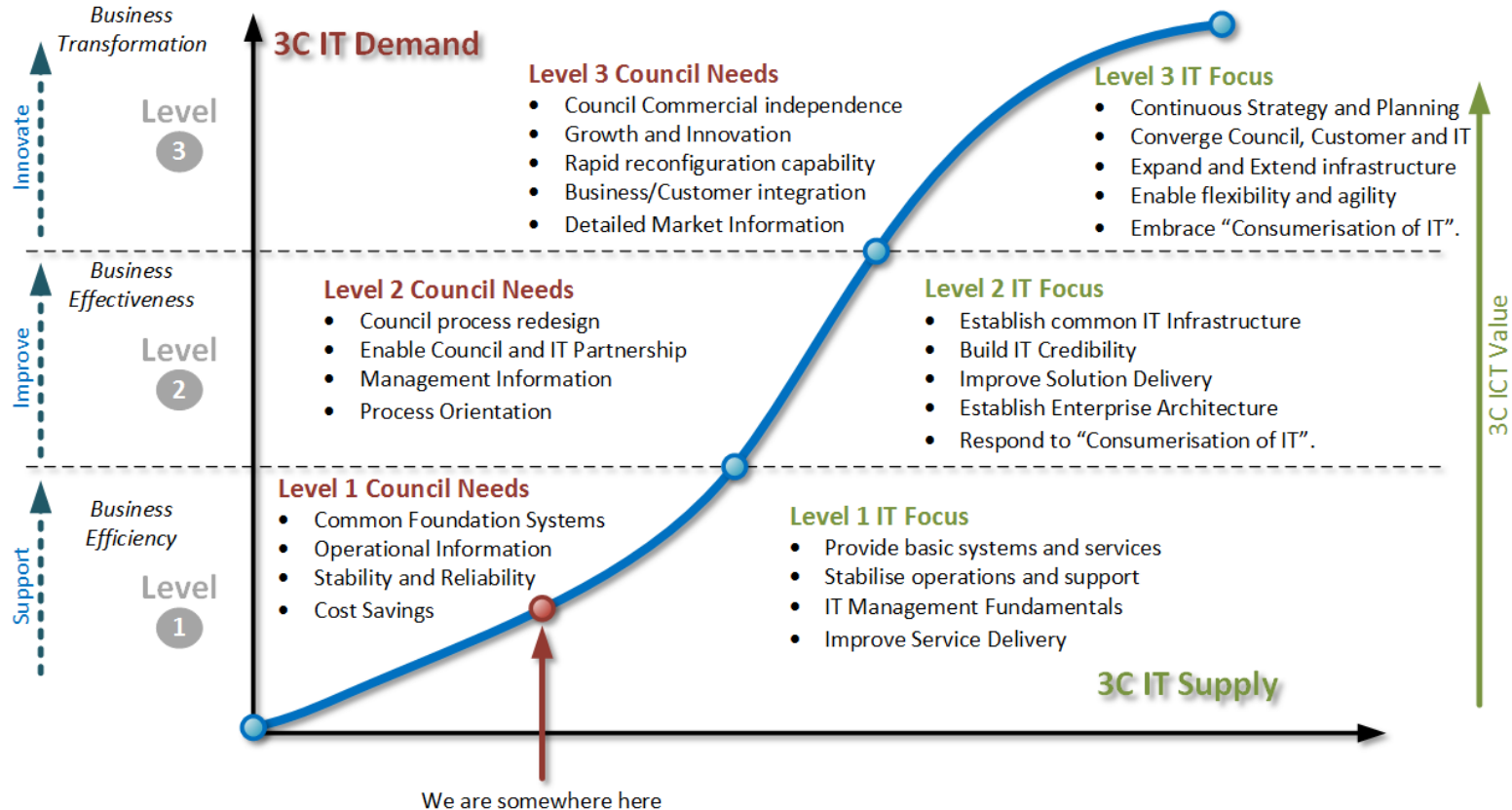
Major Systems Application Roadmap



Current ICT Environment

- 284 Discrete Software Applications
 - Version differences within that software environment.
- Poor data hygiene, data quality and limited exploitation of data.
 - Inability to use data to good effect across the board.
- 73 discrete ICT staff Supporting the environment.
 - High IT Staff/Customer Ratio.
- No standardisation (process, data or systems)
 - 3 Different logical environments, each with different support requirements.
 - Few common operational processes.
- No standard hardware.
 - Multiple hardware platforms, no standard devices, no standard support model.
 - Absence of a continual IT investment strategy.
 - Historical Sweat vs invest approach.
 - Lack of IT investment.

Where we need to go











Possible Approaches

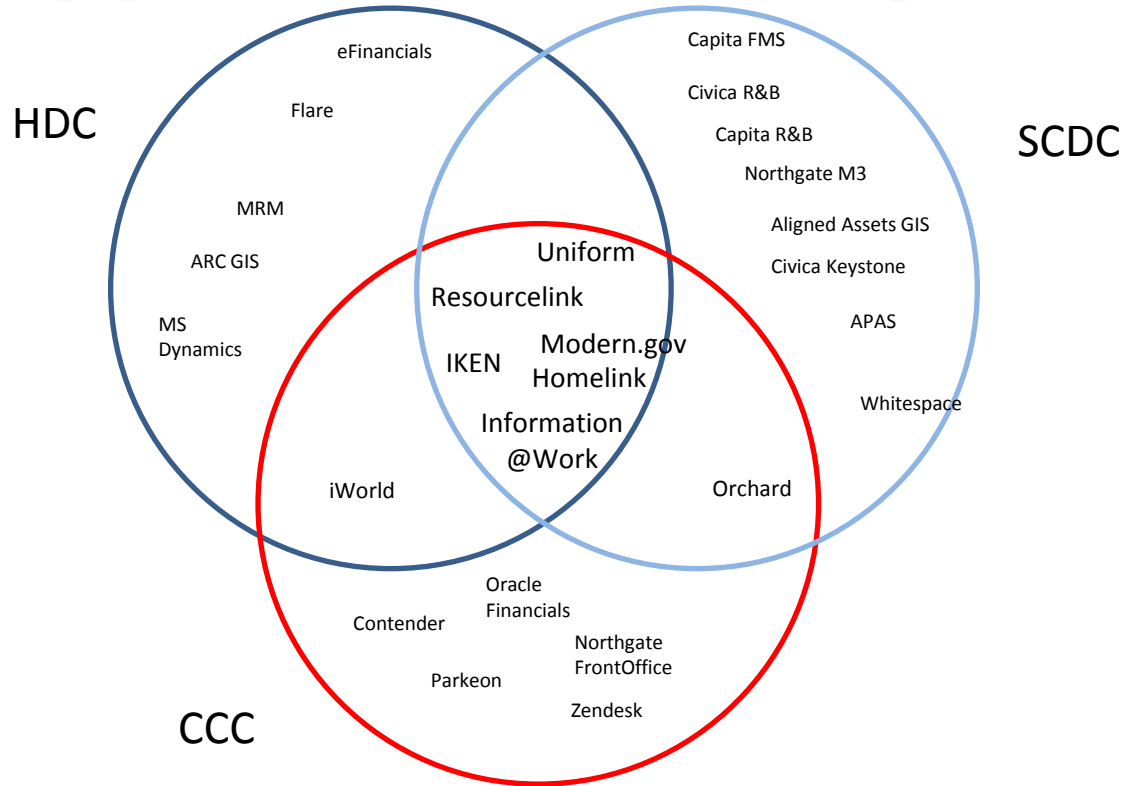
- Cross-Application Consolidation
- *Cross-Council Consolidation**
- Efficiency Savings – Reduction of Waste
- Business lead

* Chosen Approach

Cross Application vs Cross Council Consolidation

	 Bins & Waste	 Planning	 Leisure	 Council Tax	 Housing
	Contender	Uniform	?	Civica	Orchard
	Whitespace	Apas	?	Northgate	Orchard
	?	Uniform	MRM	Northgate	Homelink

As Is: Application Overlap



Portfolio Management

Action (TIME)	Description
Tolerate	The solution works. It may not be completely strategic but there is no need to take action.
Integrate	This is a fully strategic product that should be integrated with the application architecture
Migrate	The solution is due for replacement. A project should be put in its place to replace with a more strategic solution
Eliminate	The solution is no longer used and or can no longer be justified. A project is required for it to be removed.

Active Projects:

- Resource booking has recently been aligned.
- FMS replacement is nearing completion and will be launched before the end of 2017
- Waste Management software tender paperwork is nearing completion.
- Housing system is currently out to tender with responses due mid Oct '17.
- Consolidated Server room project will reduce and consolidate many ICT costs
 - Disaster Recovery
 - Server room facility costs
 - Consolidate licensing
 - Reduce backup costs
- MFD's will soon all be aligned with Konica-Minolta
- Workshops for Environmental Health system requirements start shortly
- Recent Business Analysis work has concluded that Uniform is ideally placed to support business alignment within the Planning service
- Transformation programmes at Huntingdonshire are reviewing the Digital engagement with customers, staff working practice and options to commercialise the council

Software Spend by Supplier

<u>Software Actual Spend</u>	1469255
supplier	total actual
Northgate	296528
Phoenix	157979
Capita	107538
Civica	97207
Orchard Information Systems Lt	78272
IDOX	72165
EACS Ltd	59200
Idox Software Ltd	47566
ESRI UK	47474
Hornbill	33307
NGA Human Resources	31575
Advanced Business Solutions	30332
Unify Enterprise Communication	28284
Bramble Hub	26117
Swift DataPro Software Ltd	21141
Support Revolution Ltd	20687
Aligned Assets	19188
Agile Applications	17461
Inform Communications Ltd	13962
Modern Mindset	13582
CM Toolkit Ltd	12666
IEG4 Ltd	12000
Xpress Software	10848
Technogym	10356
Xpress	10246
Caretower	9459
Pitney Bowes	9385
Abritas	8519
Gower Consultants	8042
Optevia (IBM)	7693
ROL Solutions Ltd T/A Govmetri	7210
Modern.Gov	7010
RA Information Systems	6459
Webaspx	6392
Solarwinds Software Europe Ltd	6136
Capax Discovery Ltd	6104
Gladstone	5879
MAG-NET Solutions Ltd	5400

Quite predictably the top 10 are dominated by suppliers we are all familiar with:

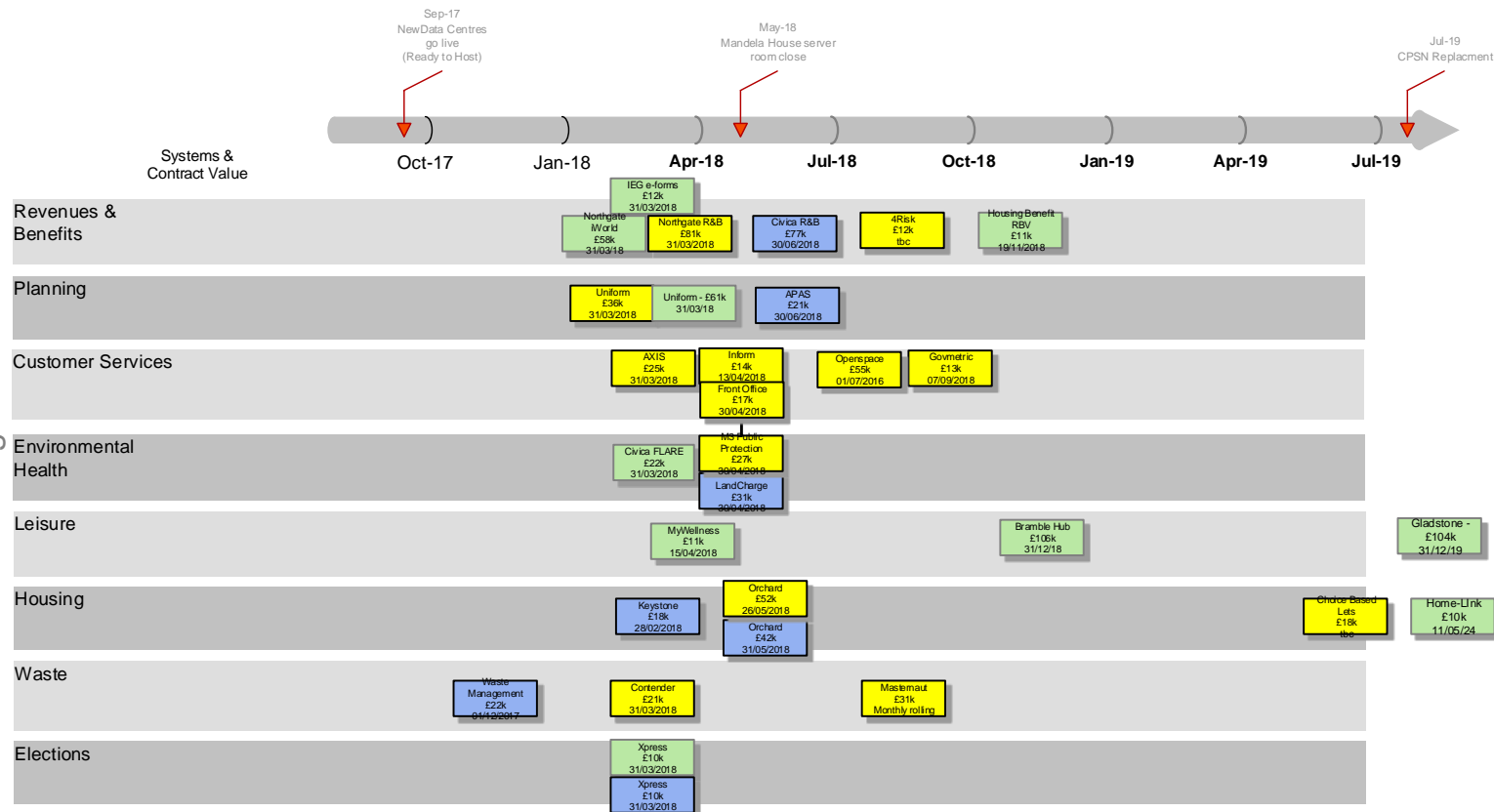
- Northgate – Rev's and Ben's
- Pheonix – MS Licences
- Capita - Payments
- Civica – Rev's and Ben's
- Orchard - Housing
- IDOX – Planning + More
- ESRI - Mapping
- Hornbill – Service Desk
- NGA – HR/Payroll

This allows for the potential negotiation of better agreements without the need for disruptive procurements or system changes

3C ICT Shared Service Roadmap

Vision – We will provide a flexible and efficient IT service to our customers,
Enabling and supporting our partners in their business delivery

Customer facing Services

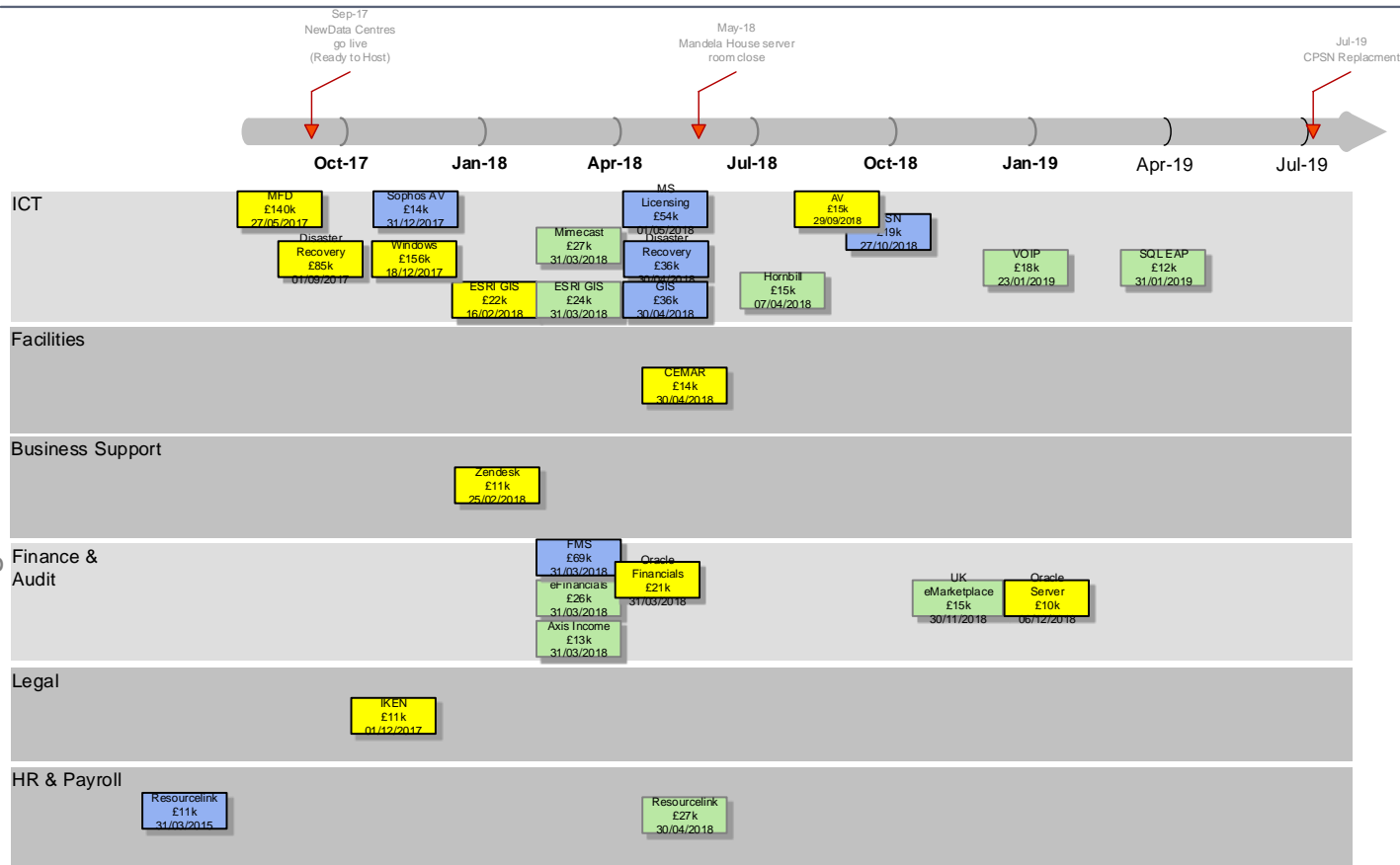


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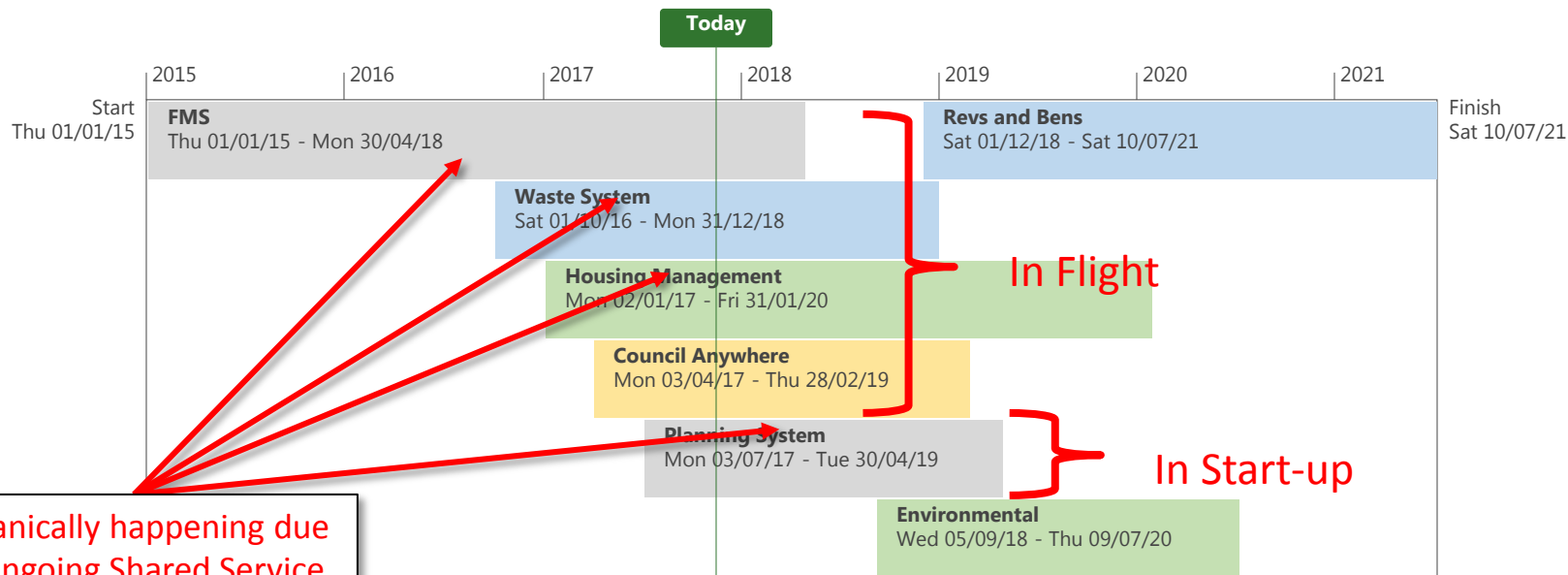
3C ICT Shared Service Roadmap

Vision – We will provide a flexible and efficient IT service to our customers,
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Enabling Services



Major Systems Roadmap



Organically happening due to ongoing Shared Service and existing project activity.

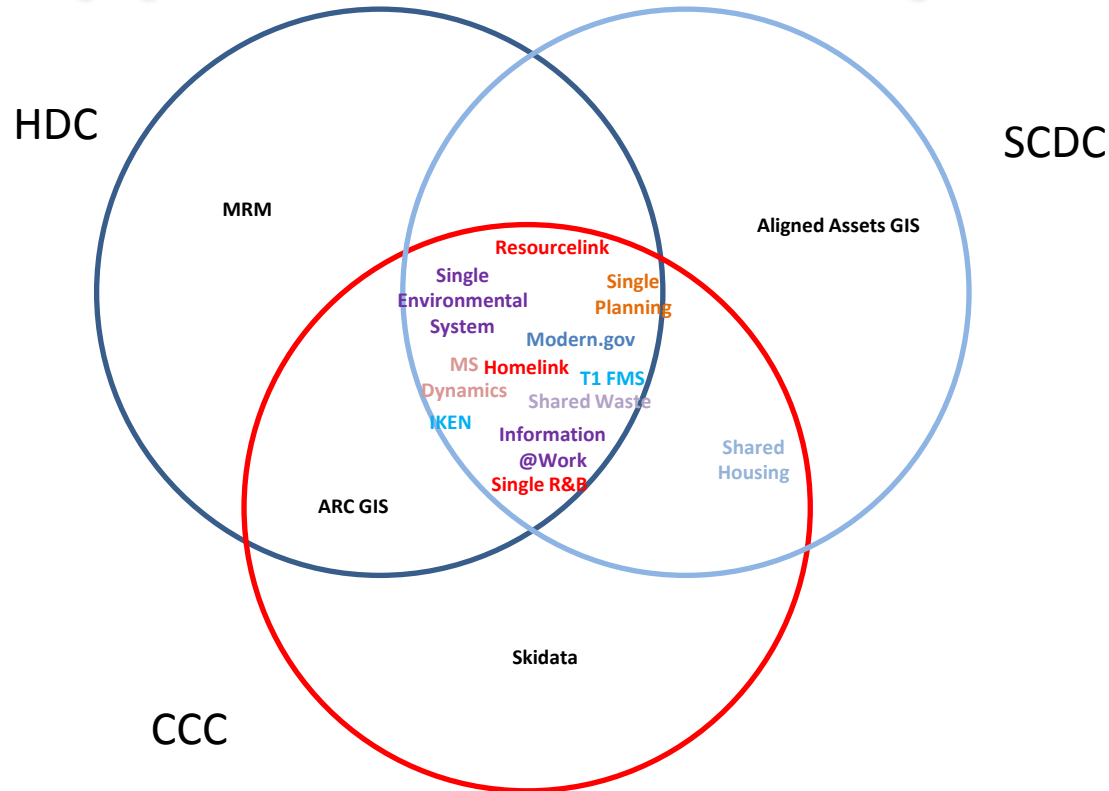
Transformational links

All implementations should be shaped by clear business requirements:

- Organisational objectives e.g. outcome focussed, price focussed
- The current process and issues to be addressed
- Desired process and benefits desired
- Customer demands
- Commercial opportunities
- Transformational opportunities
- Digitally enabled solutions y default!

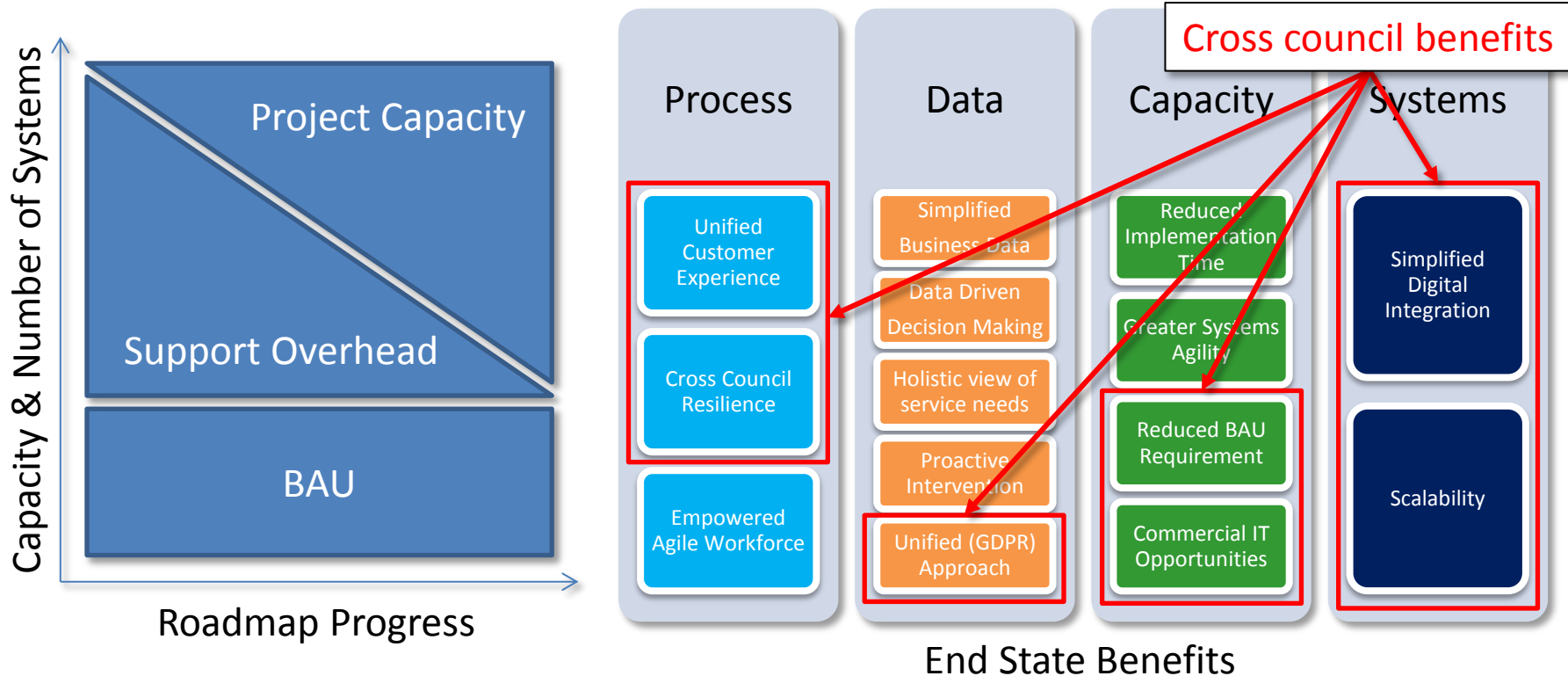
Should inform the discovery and design stage of each implementation.

TOBE: Application Overlap

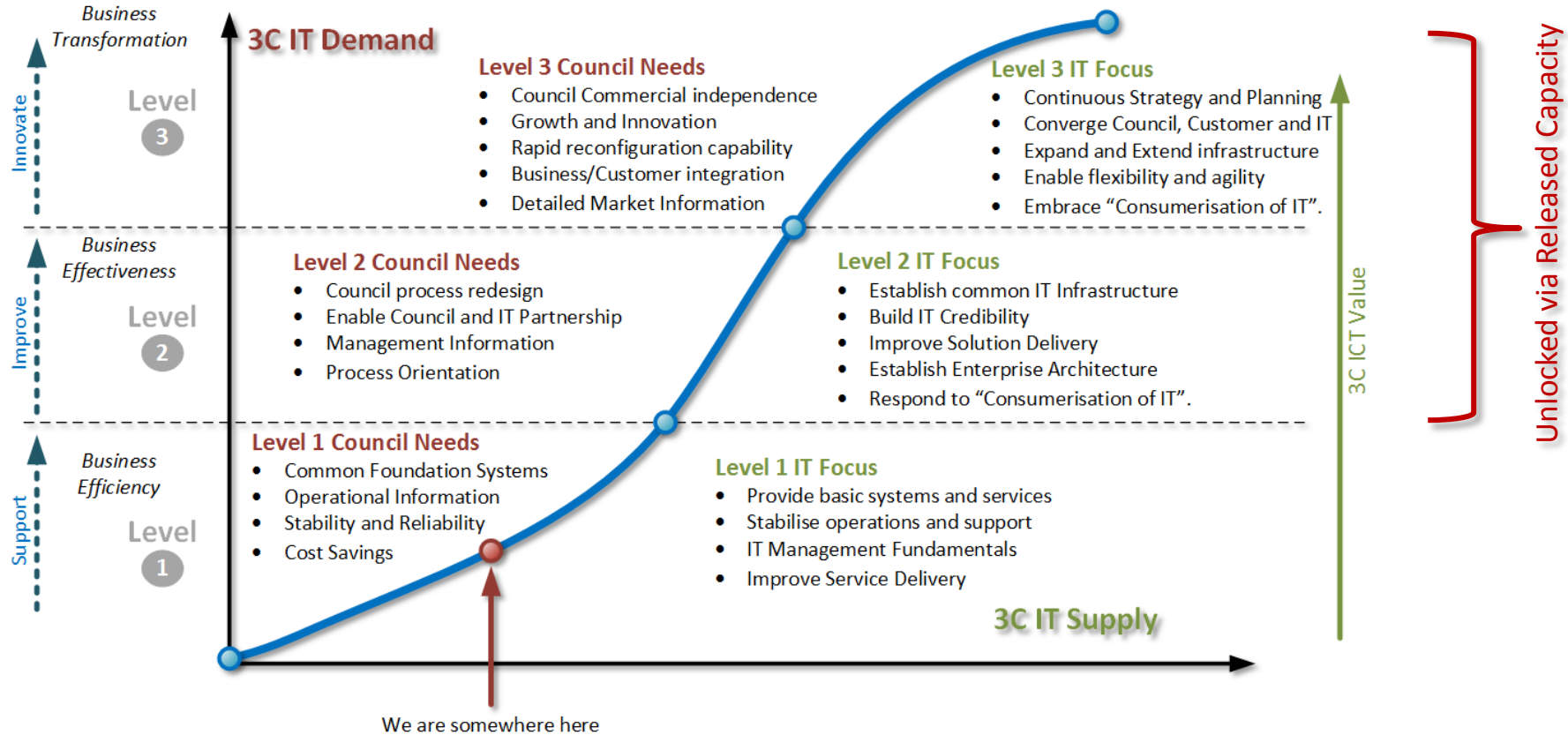


Roadmap Benefits

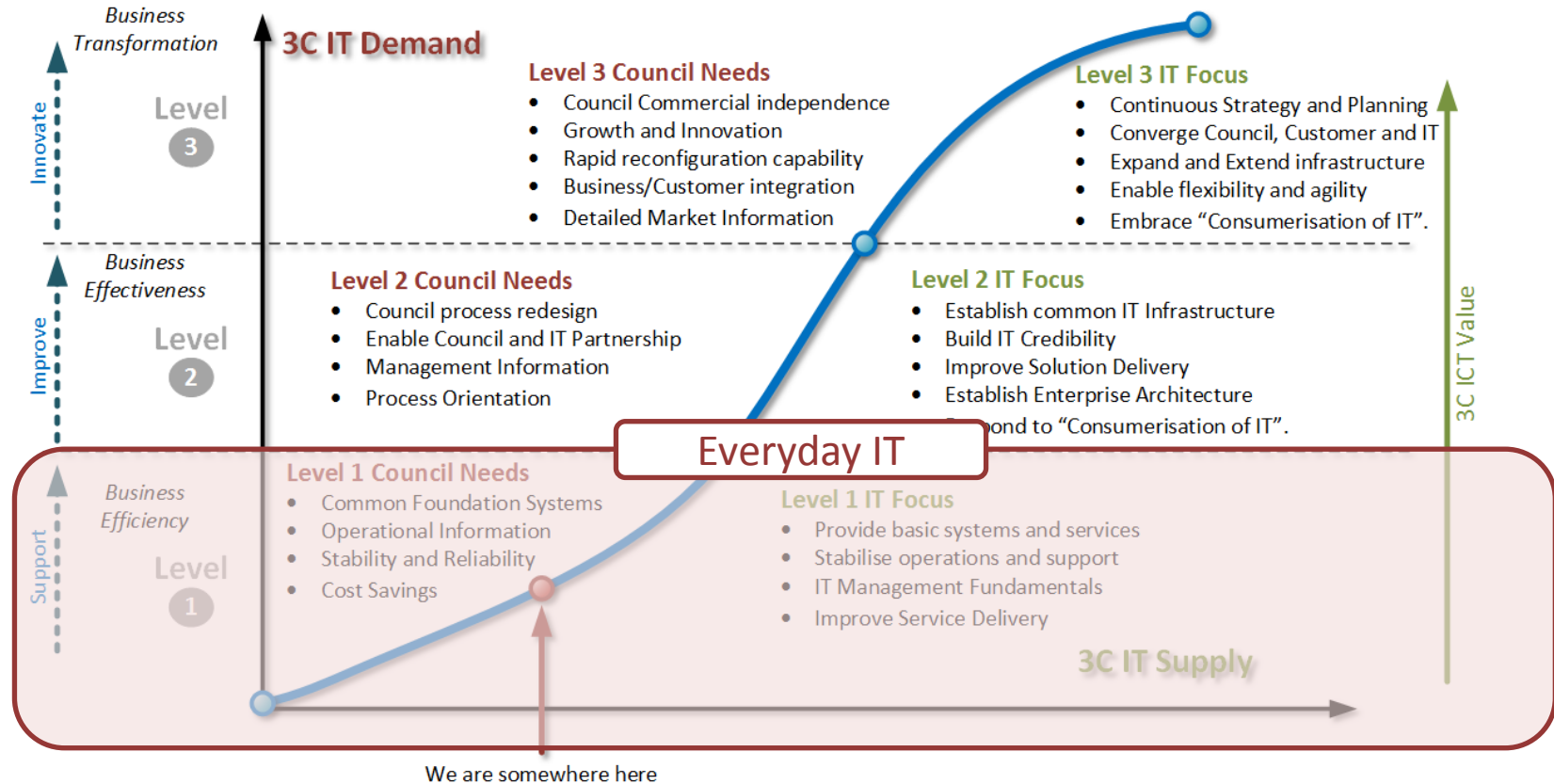
(If 3C partners align)



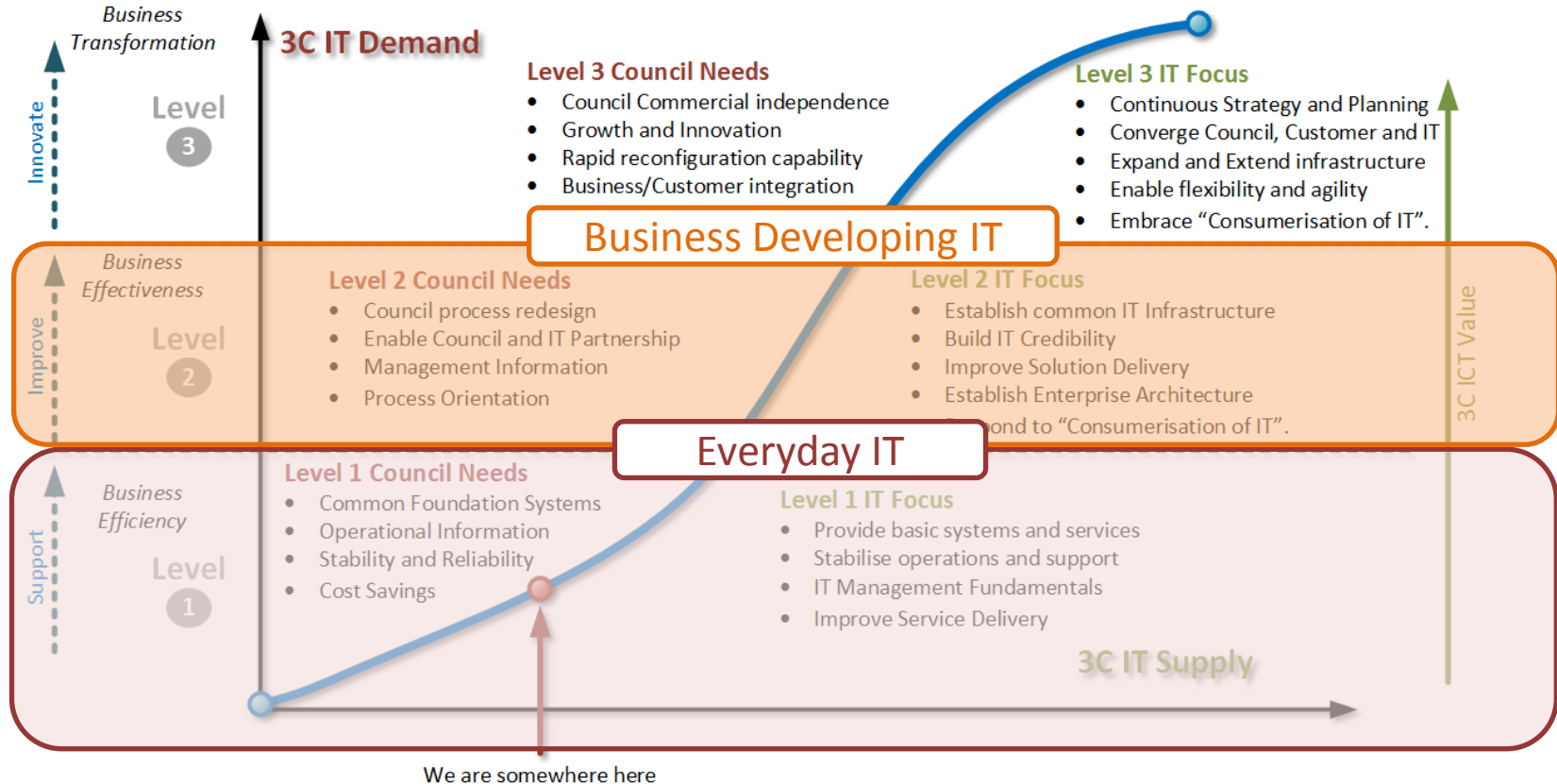
Why that capacity is key...



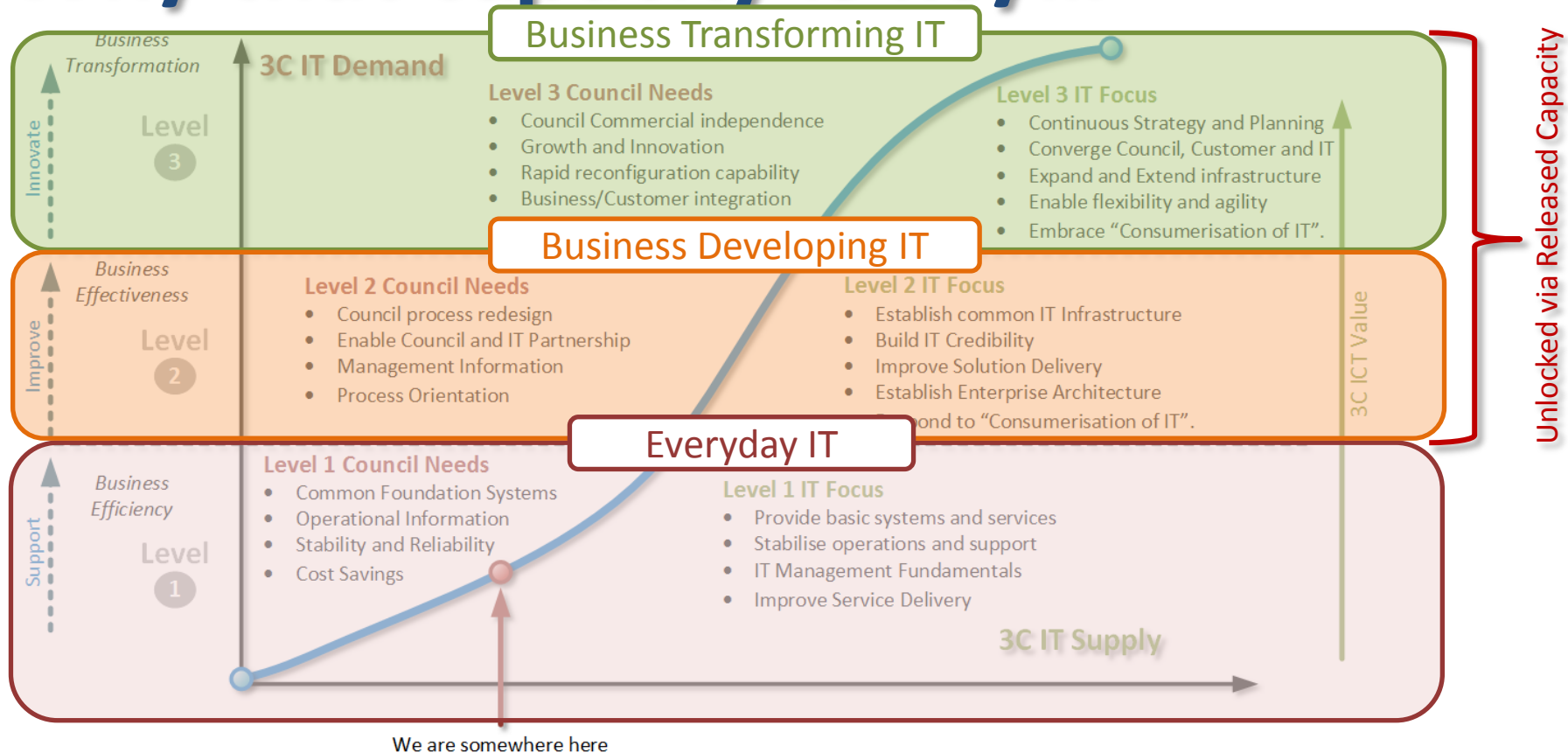
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Why that capacity is key...



Benefits (Process)

- Sharing common systems and processes supports:
 - A unified customer experience across boundaries. Crucial for cross council shared services but other tangible benefits exist.
 - Allow further operational consolidation (shared customer services, shared HR and so on).
 - Massive untapped operational savings opportunities.
 - Opportunities to create additional operational capacity through better use of data and systems (particularly shared systems).
 - Allow cross council support/resilience in times of need.

Benefits (Data)

- Reducing the number of systems creates simpler opportunities for Master Data Sets and synchronisation of those sets.
 - Simplified Business Data.
 - Allows for greater data driven decision making.
 - Holistic view of service needs, driven by data not guesswork.
 - Better use of data will allow for proactive service intervention. (Use of data to reduce service demand through targeted early intervention)
 - Unified approach to data compliance with GDPR.

Benefits (Capacity)

- Reducing systems reduces BAU support.
 - Freed capacity can create capacity to:
 - Accelerate project delivery.
 - Allow more agile and dynamic response to change.
 - Allow Commercial ICT opportunities to be explored to reduce partner costs and create revenue.
 - Become *nC* not just 3C.

Benefits (Systems)

- A reduced number of line of business systems allows:
 - Easier digital integration, simpler integration architectures and therefore reduced support and development overheads.
 - Far greater systems scalability.
 - Commercial opportunities to offer best practice systems to interested customers.
 - Buy once, use 3 times.
 - Integrate once, reuse 3 times.
 - Simpler support model.
 - Greater automation opportunities due to released capacity.

Financial Benefits

- ICT Support and BAU overhead will naturally reduce.
 - Freeing capacity for further integration and automation.
 - Increased ICT Bandwidth to pursue additional customer end to end digital opportunities for even further business automation.
 - Extra 3C ICT bandwidth to pursue offerings for potential paying customers.
- Increased bargaining power with vendors.
 - Buy once and use 3 times.
 - Reduced ICT costs for partners and stakeholders.
- Standardisation and reduction of support with fewer compatibility issues.
 - Common platforms for digital integration.
 - More reliable customer facing digital offerings.
 - Integrate once, use 3 times. (Digital and internal automation).
 - Common Data standards.