

Appendix 1

ICT Summary Report of Major Business Applications ~ June 2009 (updated March 2010)

The following details current estimates for the ongoing support and delivery of services via the Council's major business, what action is currently in progress re upgrades/patches and what action is planned/suggested for the next 3 years (2009 – 2011) to ensure the Council can continue to deliver its business. It includes the server OS, desktop OS and Office platforms and components.

Note: The replacement costs are best estimates based on current expectations and for similar functionality to existing application. These include application software, implementation by the supplier or a third party covering initial configuration, data migration, basic training and consultancy, hardware, and operating software. It assumes that internal ICT Support will configure desktop PCs and servers. Excludes internal resources, software maintenance ($\pm 20\%$) and VAT.

Application (in alphabetical order)	Supplier, Product, Implemented	Current Version	Current Action by ICT	Planned Action For 2009 - 2011	Estimated Cost Replacement or Upgrade in 2009 – 2011 or beyond	Notes
Cash Receipting	Capita Axis Cash Receipting (ACR) 2005	5.8	None	None	None	Linked to Income Management
Content Management Systems (CMS)	Tagish ISiteSQL 2004		Maintain website structure and main components Support users	Evaluate alternatives for replacement	£150k internet and intranet	Maintains internal and external SCDC websites
Customer Relationship Management System (CRM)	Onyx OneServe 2002	Service provided by County	Implementation of integration of CRM with Env. Health M3 on hold at present	None	None	Contact Centre. Options for post 2012 to be considered
Democratic Services / Council Minutes	New Technology Enterprise (NTE) modern.gov 2004	Hosted web service so latest version	None	None	None	A good supplier and application so no plans to change at present

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Document Image Processing (DIP)	Anite Anite@Work 2003	4.60	Consider whether to migrate to 4.65 or wait for 4.66. Migrating to 4.66 needs SQL Server 2005 which adds complexity Support integration with FMS Creditors	Consider impact of Records Management strategy Future support with Northgate take over of Anite in 2008 Long term use of DIP vs SharePoint	None	A@W is already integrated with Benefits
Electoral Register	eXpress 2008	1.0.55	None	Normal maintenance	None	Replaced Northgate Pickwick system.
Environmental Health	Northgate M3PP		Support of M3PP to ensure continued service delivery and improvement	Continued support and development	None	Process workarounds to be replaced
Financial Management (FMS) Including Accounting, Creditors, Sundry Debtors, e-Procurement	IBS/ Cedar Open Accounts 2002/3	OA v6.00 patch 1 eBis v3.0.0 patch 1	Support integration of FMS with DIP for Creditors Support implementation of e-Procurement using eBis functionality	Long-term development unknown. Unlikely to consider replacement within the next 2 years.	None	
Flexitime	Eureka Software Quantum 2006	3	Support HR with roll out to all users	Investigate options for migrating the functionality to SharePoint.	None	
GIS	GeoStore Pitney Bowes / MapInfo ±2003		Attempting to implement for County and City Councils to share the facilities and data	Continued development of existing infrastructure.	£95k (included in current budget proposals)	Uses Planweb (MapInfo) map viewer
Help Desk / Service Desk	Ibertek Magic SDE 2007	SDE v8	Upgrade to v9.6, make the current system easier to use, deploy it more widely and use it more fully. Consider alternative solutions	Remodel use and deployment or consider replacement or creating a SharePoint version	None	ICT Service review action

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Housing Choice Based Lettings (CBL)	Locata HomeLink 2008	Shared and hosted so latest version	Support users as required	None	None	A hosted web application operating as a sub-regional facility
Housing Asset Management & Maintenance	Keystone Keystone 2007		Support users as required	None	£50k, plus Orchard interface (not in current budget proposals)	No action if housing stock is not retained
Housing Management	Orchard ArcHouse ±2000	2005A60D	Support users as required	Awaits output from Housing Futures project	£150k (in current budget proposals)	Future direction dependant on Housing Futures
Housing Repairs	Wrekin Housing Hand-e-Work 2006		Support users as required	Consider ways to automatically input updated jobs back into Orchard	£50k, plus Orchard interface (not in current budget proposals)	No action if housing stock is not retained
Housing Stock Condition Surveys	South View Solutions SVS OnSite Planned 2009	Not yet implemented	Support implementation of the application. Housing target date is end of March 2009	Another module may be able to replace Hand-e-Work and provide Orchard integration	None	
HR/Payroll	Northgate/Arinso ResourceLink 2004	RE01P01	Migrate to RE01P06 Support users with reporting and technical advice where required	Use of self service functions should be re- considered	£40k self service (not included in current budget proposals)	Uses Business Objects for reports Uses Org+ for organisation charts
ICT Desktop Operating Systems	Microsoft Windows XP 2006+	XP SP3	Support existing infrastructure, replace Vista	Review options for MS Windows 7	Within existing budget proposals	Vista not suitable business product
ICT Desktop Systems	Microsoft Office, Outlook, Internet Explorer	Office 2000 Outlook 2002 IE6	Migrate to IE7	Migrate to Office 2007 or Office 2010	£100k for software licenses (in current budget proposals)	Could consider OpenSource software but not recommended

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ICT e-mail Archiving	Quest Archive Manager 2004	4.0.5.126	None	None	None	
ICT Government Connect	DWP initiative for Central Government 2009	-	Preparation for CoCo 4.x (August 2010 implementation)	Ensure compliance and continued development of possible efficiencies	£5K per annum infrastructure changes (included in current budget proposals)	DWP initiative for all local authorities to use GCSx for secure e-mail and data transmission
ICT Server Operating System	Microsoft Windows Server -	2000 and 2003	Migrating to 2003 where servers are replace or applications require it	Reuse of existing hardware/license where required.	None	VM / SAN project
ICT Web Browser	Microsoft Internet Explorer 2000	IE6	Migrate to IE7 where there is a specific requirement (e.g. Planning)	Migrate all users to IE7	None	A few users have others browsers for testing purposes
Income Management, including Cash Receipting, Card Payments, Phone Payments	Capita Axis Income Management 2005	AIM v4.8	Analyse and support on- going improvements to processes and procedures to make it more effective and efficient.	Review application administration, currently with Revenues, may need to be with Accounts.	None	See Cash Receipting
Information Asset Register	Paribus Paribus 2004	-	Out of date and being replaced by simpler spreadsheet based on internal records management survey	Replace spreadsheet with a database or SharePoint	None	
Land & Property Terrier	Northgate Non-M3 version 2007		Support users as required	Keep under review	None	
Land Charges	Northgate M3 version 2008		Basic application implemented, now moving on to move to NLIS Level 3 compliance	Support development of NLIS Level 3 and use of spatial data.	As above	Need to consolidate existing product.

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Licensing	LalPac LalPac 2006	Unknown	Support users as required	None	None	Black box application supplied and maintained by LalPac
Local Land & Property Gazetteer (LLPG)	Aligned Assets LLPG 2008		Support / provide dft data feeds to other applications as required Maintain / provide UPRN match to other applications as required	Continued development and integration with applications and the portal.	None	Replaced MapInfo LLPG
Meeting Room Manager	NetSimplicity MRM Web 2005	7 SP2.2	Support users as required	None	None	
Performance Management	Corvu Corvu 2008	Hosted by County so latest version	Support for reporting	Continued support	None	
Planning Building Control	IDOX/CAPS UniForm 2004		Upgrade / replace	Consider alternatives (Swift LG Planning system)	£30k (included in current budget proposals)	Budget may not be required if deployment of Swift LG
Planning Development Control	In-house / JDI Devcon 2008	Devcon2	Implementation of Swift LG system	Develop Swift LG system	Unknown	HPDG ??
Planning Expert System	In-house / JDI Planning Expert ±2006			None	None	
Revenues Web Access & e-Billing	IBS Open Access / e- Billing 2008/9	-	Implementation support for users.	Alternative version of e-Billing with web access may be preferred	None	

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Revenues: C. Tax, NNDR, Rents, Housing Benefits, Sundry Debtors for Benefits BACS payments	IBS OpenSystems 2002	Core v2.33.09 Open Revs v3.93.09 Open Housing (Rents) v7.00a Open Exec (Open Vision) v3.93.06	Implementing a web service for customers to access their account online and e- Billing to reduce the need to print and post paper bills.	Consider looking for an alternative Rents module that is more compatible with Orchard.	None	Also use PTC Scheduler for job scheduling and Hummingbird for Reports
Vehicle Tracking	Amatics Amatics 2007	Hosted web service so latest version	None	Ensure service levels are maintained following the Amatics take over by Cybit	None	
Waste Management	Whitespace Power Depot/ Waste 2000 2007	Client: v6.7.1 - 071207	Support users with evaluation of new features	Possible extension to bulky waste etc., depending on new EH application	None	