# Report to the Cabinet

## Report reference: C-032-2015/16
## Date of meeting: 8 October 2015

Epping Forest
District Council

| | |
|---|---|
| **Portfolio:** | **Technology & Support Services** |
| **Subject:** | **ICT Capital Requirements** |
| **Responsible Officer:** | **David Newton**     **(01992 564580).** |
| **Democratic Services Officer:** | **Gary Woodhall**     **(01992 564470).** |

**Recommendations/Decisions Required:**

**(1)     That a sum of £185,000 be included in the Capital programme for 2016/17 for the following ICT projects:**

> **(i)      Replacement of security devices used for authentication of electronic payment system transactions;**
>
> **(ii)     Upgrade to accountancy general ledger system;**
>
> **(iii)    Storage Solution for public facing servers; and**
>
> **(iv)    Implementation of other projects identified from the ICT strategy to improve productivity/efficiency, or maintain service.**

**Executive Summary:**

Following the revision of the Capital programme all proposed ICT projects are considered on an annual basis and funding made available when required. Estimated project costs for the financial year 2016/17 are set out below.

**Reasons for Proposed Decision:**

The ICT projects detailed below are necessary to maintain the current ICT infrastructure, improve business continuity within the Council and allow staff to fully utilise the benefits available from ICT systems.

**Other Options for Action:**

To refuse the critical projects identified will impact on the reliability of the ICT infrastructure and could result in the inability to make payments. To refuse funding for the other projects will impact on the ICT strategy implementation.

**Report:**

1.      Capital funding is sought for the following projects, (assessed benefits are contained in the appendices):

(a)     Priority ICT Strategy Projects – please see Appendix 1:

| Project | Explanation | Amount |
|---|---|---|
| Replacement of security devices used for authentication of electronic payments | BACS (Banker Automated Clearing Service) is the system which processes the council's electronic payments such as Direct Debits, the HSM device is a secure unit used to authenticate these payments, the current HSM devices will not be supported by our suppliers after December 2016. The replacement devices will ensure we are able to make payments to suppliers and residents. | £10,000 |
| Upgrade to accountancy general ledger system | E-Financials is our general ledger system, the current version is unsupported and requires a chargeable upgrade to get us onto the latest supported version, which also offers greater functionality | £25,000 |
| Storage Solution for public facing servers | With the increase in remote working and system integration with external partners, the secure environment which holds our public facing servers will need to have sufficient storage space available. This project will add capacity and improve performance and resilience. | £30,000 |

(b)     Other ICT Strategy Projects – please see Appendix 2:

| Project | Explanation | Amount |
|---|---|---|
| Extension of ICT Service Desk System to cover Facilities Management | The recently implemented ICT service desk system offers the capability to incorporate the running of the Facilities Management support function within the same system, this gives benefits for internal customers, and allows more efficient use of support staff across the two teams, and more efficient management of specialist staff. | £10,000 |
| Integration between corporate gazetteer and the Revenues/ Benefits system (phase 2 of 2) | At present there is no automatic integration between the corporate land and property gazetteer and the Academy system (used by Revenues and Benefits). This means that the data held in these systems is not directly linkable to the corporate address data set, which limits its use in reporting and also means that there is a risk of addresses not being correctly entered or identified. This also leads to unnecessary duplication of work in the management of address data. | £10,000 |
| Mobile access to email and data | This will fund the procurement of additional licenses to meet Staff and Member requirements for Good For Enterprise (remote email) and for other Good Applications for Staff use. This project helps enable mobile working, by allowing secure communication with a dispersed team. | £5,000 |
| Document Management further rollout and enhancements | We are planning on replacing one of our Information@work scanners in this year to ensure the continuity of scanning work. The remainder of this sum will be used for system enhancements around the new version 5 of the Information@Work application. | £10,000 |
| Additional Data Storage Capacity | Current capacity management projections show that our Storage Area Network (**SAN**) will be fully utilised in 2016, this sum will allow the procurement of additional capacity to meet ongoing needs for additional storage capacity, especially linked to the increased importance of scanning documents and holding them electronically. | £15,000 |
| Back up Tape Drives | With the increase in SAN capacity (see above) it is essential that sufficient capacity exists to back-up this data. Capacity management projections indicate that even without the additional storage we would be nearing the limits of capacity in 2016; as such this procurement is essential to ensure the resilience of our data storage. | £3,000 |

| | | |
|---|---|---|
| Essential Security enhancements | A number of security devices and appliances are in use to protect our ICT infrastructure from external threats. In 2016/17 two key items in this area are end of life and will require replacement in order to maintain the security required to meet the requirements of the PSN (Public Sector Network) code of connection, and also to ensure the safe operation of our systems. | £25,000 |
| Integration capability for Planning system via Web Services | As part of the waste project ICT obtained the Web Services Module for M3 Public Protection. It is proposed to purchase the same module for the Land and Property system (planning and building control) which will allow the development of mobile working and integrated solutions. | £15,000 |
| Security enhancements to aid integration | With increasing demands for integration of our systems with those of external partners (as with the Waste System and the Corporate Mapping system) a Reverse Proxy will provide a secure standard solution to allow for these connections to simplify future integrations. | £10,000 |
| Training Room Interactive White Board replacement | The Interactive White Board in the ICT training room is now 6 years old, and is not compatible with newer devices (particularly apple), this causes recurring problems for trainers. | £7,000 |
| Upgrade of Cash Receipting system | The current version of this software requires upgrading to the latest version to meet the more stringent requirements of PCI-DSS (Payment Card Industry-Data Security Standards) and to ensure support is available. This upgrade is chargeable in terms of implementation work. | £10,000 |

**Resource Implications:**

Our budgetary estimates indicate that an amount of £185,000 is required for the ICT projects. An amount of £200,000 and £373,300 for ICT Capital projects was agreed for the previous financial years 2015/16 and 2014/15 respectively. The vast majority of these projects have been completed on time and within budget. A detailed ICT Update Report for this current financial year is scheduled to be presented to the Resources Select Committee during April 2016.

This report excludes any request for funding relating to the Corporate Flexible Working project. EFDC are currently looking to recruit a Head of Transformation to facilitate with the progression of this scheme. Therefore, it is felt sensible to withhold any request for funding for this specific project until such time as recommendations are forthcoming. Should the decision be to proceed, an additional £189,000 would be required to progress the ICT element of this project and a supplementary report would be submitted at this time (please see Appendix 3 for a detailed breakdown).

**Legal and Governance Implications:**

None.

**Safer, Cleaner and Greener Implications:**

None.

**Consultation Undertaken:**

Discussion undertaken with all Directorates.

**Background Papers:**

None.

**Risk Management:**

Failing to maintain and update the ICT infrastructure could disrupt the day to day operations of critical systems and will have a significant impact on staff's ability to carry out their duties.

**Appendix 1 - Priority ICT Strategy Projects**

**Replacement of security devices used for authentication of electronic payments: Assessed benefits:**

| | Customer Service | 24/7 Service Availability | 24/7 Service Resilience | Retain Low Council Tax and use finances efficiently | | | | Improved communication | Enable flexible/remote working |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | | | Reduced procurement costs | Reduced ongoing costs | Improved process | Improved Staff productivity | | |
| Public | X | | X | | | | | | |
| Council | X | X | X | | X | X | X | X | |
| Members | X | | X | | | | | | |

**Upgrade to accountancy general ledger system: Assessed benefits:**

| | Customer Service | 24/7 Service Availability | 24/7 Service Resilience | Retain Low Council Tax and use finances efficiently | | | | Improved communication | Enable flexible/remote working |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | | | Reduced procurement costs | Reduced ongoing costs | Improved process | Improved Staff productivity | | |
| Public | X | | | | | | | | |
| Council | X | X | X | | X | X | X | X | |
| Members | | | | | | | | | |

**Storage Solution for public facing servers: Assessed benefits:**

| | Customer Service | 24/7 Service Availability | 24/7 Service Resilience | Retain Low Council Tax and use finances efficiently | | | | Improved communication | Enable flexible/remote working |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | | | Reduced procurement costs | Reduced ongoing costs | Improved process | Improved Staff productivity | | |
| Public | X | X | | | | | | | |
| Council | X | X | X | | | | | | X |
| Members | X | X | | | | X | | | X |

# Appendix 2: Projects identified from the ICT Strategy

**Extension of ICT Service Desk System to cover Facilities Management: Assessed benefits:**

| | Customer Service | 24/7 Service Availability | 24/7 Service Resilience | Retain Low Council Tax and use finances efficiently | | | | Improved communication | Enable flexible/remote working |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | | | Reduced procurement costs | Reduced ongoing costs | Improved process | Improved Staff productivity | | |
| Public | X | | | | | | | X | |
| Council | X | | X | X | X | X | X | X | X |
| Members | | | | | | X | | X | |

**Integration between corporate gazetteer and the Revenues/ Benefits system (phase 2 of 2): Assessed benefits:**

| | Customer Service | 24/7 Service Availability | 24/7 Service Resilience | Retain Low Council Tax and use finances efficiently | | | | Improved communication | Enable flexible/remote working |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | | | Reduced procurement costs | Reduced ongoing costs | Improved process | Improved Staff productivity | | |
| Public | X | | | | | | | X | |
| Council | X | | | | X | X | X | X | |
| Members | X | | | | | | | | |

**Mobile access to email and data: Assessed benefits:**

| | Customer Service | 24/7 Service Availability | 24/7 Service Resilience | Retain Low Council Tax and use finances efficiently | | | | Improved communication | Enable flexible/remote working |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | | | Reduced procurement costs | Reduced ongoing costs | Improved process | Improved Staff productivity | | |
| Public | X | X | | | | X | X | X | X |
| Council | X | X | | X | X | X | X | X | X |
| Members | | | | | | X | | X | |

**Document Management further rollout and enhancements: Assessed benefits:**

| | Customer Service | 24/7 Service Availability | 24/7 Service Resilience | Retain Low Council Tax and use finances efficiently | | | | Improved communication | Enable flexible/remote working |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | | | Reduced procurement costs | Reduced ongoing costs | Improved process | Improved Staff productivity | | |
| Public | X | X | | | | X | | | |
| Council | X | X | X | | X | X | X | | X |
| Members | X | X | | | | X | | | X |

**Additional Data Storage Capacity: Assessed benefits:**

| | Customer Service | 24/7 Service Availability | 24/7 Service Resilience | Retain Low Council Tax and use finances efficiently | | | | Improved communication | Enable flexible/remote working |
|---|---|---|---|---|---|---|---|---|---|
| | | | | Reduced procurement costs | Reduced ongoing costs | Improved process | Improved Staff productivity | | |
| Public | X | X | X | | | | | | |
| Council | X | X | X | | X | X | X | | X |
| Members | X | X | X | | | | | | |

**Back up Tape Drives: Assessed benefits:**

| | Customer Service | 24/7 Service Availability | 24/7 Service Resilience | Retain Low Council Tax and use finances efficiently | | | | Improved communication | Enable flexible/remote working |
|---|---|---|---|---|---|---|---|---|---|
| | | | | Reduced procurement costs | Reduced ongoing costs | Improved process | Improved Staff productivity | | |
| Public | | | | | | | | | |
| Council | | | X | | | X | | | |
| Members | | | | | | | | | |

**Essential Security Enhancements: Assessed benefits:**

| | Customer Service | 24/7 Service Availability | 24/7 Service Resilience | Retain Low Council Tax and use finances efficiently | | | | Improved communication | Enable flexible/remote working |
|---|---|---|---|---|---|---|---|---|---|
| | | | | Reduced procurement costs | Reduced ongoing costs | Improved process | Improved Staff productivity | | |
| Public | X | X | | | | X | | | |
| Council | X | X | X | | X | X | X | | X |
| Members | X | X | | | | X | | | X |

**Integration capability for Planning system via Web Services: Assessed benefits:**

| | Customer Service | 24/7 Service Availability | 24/7 Service Resilience | Retain Low Council Tax and use finances efficiently | | | | Improved communication | Enable flexible/remote working |
|---|---|---|---|---|---|---|---|---|---|
| | | | | Reduced procurement costs | Reduced ongoing costs | Improved process | Improved Staff productivity | | |
| Public | X | X | X | X | X | X | | X | X |
| Council | X | X | X | X | X | X | X | X | X |
| Members | X | | X | | | X | | X | |

**Security enhancements to aid integration: Assessed benefits:**

| | Customer Service | 24/7 Service Availability | 24/7 Service Resilience | Retain Low Council Tax and use finances efficiently | | | | Improved communication | Enable flexible/remote working |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | | | Reduced procurement costs | Reduced ongoing costs | Improved process | Improved Staff productivity | | |
| Public | X | X | | | | X | | | |
| Council | X | X | X | X | X | X | X | X | X |
| Members | X | X | | | | X | | | X |

**Training Room Interactive White Board Replacement: Assessed benefits:**

| | Customer Service | 24/7 Service Availability | 24/7 Service Resilience | Retain Low Council Tax and use finances efficiently | | | | Improved communication | Enable flexible/remote working |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | | | Reduced procurement costs | Reduced ongoing costs | Improved process | Improved Staff productivity | | |
| Public | | | | | | | | X | |
| Council | X | X | | X | X | X | X | X | X |
| Members | X | X | | | | X | | X | |

**Upgrade of Cash Receipting system: Assessed benefits:**

| | Customer Service | 24/7 Service Availability | 24/7 Service Resilience | Retain Low Council Tax and use finances efficiently | | | | Improved communication | Enable flexible/remote working |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | | | Reduced procurement costs | Reduced ongoing costs | Improved process | Improved Staff productivity | | |
| Public | X | X | | | | | | X | |
| Council | X | X | X | | | X | | X | |
| Members | | X | | | | | | X | |

**Appendix 3: Corporate Flexible Working Project**

| Project | Explanation | Amount |
|---|---|---|
| Desktop environment upgrades including a Pilot of Virtual Desktops and Citrix enhancements | Citrix is the system that ICT uses to deliver software and desktops to users. The current version is up to date, but does not offer the best balanced solution to all users and some work is required to improve performance. The change to using Virtual Desktops will mean performance can be tailored more easily to user requirements. | £50,000 |

Other ICT Strategy Projects

| Project | Explanation | Amount |
|---|---|---|
| Extension of telephone system | ShoreTel Mobility extends our telephone system by allowing users to use their smartphones as part of the network. This means that within our offices, users can connect to the corporate Wi-Fi network to make and receive calls, and also use an App to replicate the functionality of the desktop client. | £20,000 |
| Distribution Switches | ICT have over recent years upgraded a large proportion of the internal network infrastructure, and it is planned to continue this work by replacing our pair of distribution switches. These devices are paired for redundancy and resilience. | £20,000 |
| Remote Support tools | Bomgar is a tool which will allow us to securely offer remote support to PCs sitting outside of our core network infrastructure, this will be of real value in supporting remote working. | £5,000 |
| Committee and Conference Room Interactive White Boards | ICT has previously procured interactive whiteboards for the ICT Training Room, the Hunter Room at North Weald Airfield, and Committee Room 1. Their usage has increased over time, and it is now clear that further installations are warranted in Committee Room 2 and the Conference room. | £14,000 |
| Video Conferencing | Video conferencing is increasing available as a tool to enable meetings to be held with the minimum impact on staff time. This sum allows for the equipping of a specific room as a bookable corporate resource for staff and members. Video conferencing will support our flexible working rollout, as it will provide dispersed teams with a new way of communication. | £5,000 |

Corporate Flexible Working rollout

| Project | Explanation | Amount |
|---|---|---|
| Corporate Flexible Working rollout | Successful testing has identified a number of hardware options to enable flexible home working. Depending on the equipment mix this sum could equip more than 100 staff with the necessary hardware. | £75,000 |

# Due Regard Record

This page shows **which groups of people are affected** by the subject of this report. It sets out **how they are affected** and how any **unlawful discrimination** they experience can be eliminated.  It also includes information about how **access to the service(s)** subject to this report can be improved for the different groups of people; and how they can be assisted to **understand each other better** as a result of the subject of this report.

S149 Equality Act 2010 requires that due regard must be paid to this information when considering the subject of this report.

| Date / Name | Summary of equality analysis |
|---|---|
| 3/8/15 **David Newton** | The projects within this report will impact on both employees and the public<br><br>The two groups impacted by the strategy are members of staff (if they lack ICT skills as our training offering is being changed) and people with disabilities. (Public in terms of online service via the website, staff in terms of new technology).<br><br>Mitigation is in place for both of these areas, a training needs analysis is to be carried out for new starters, and one to one coaching will be available to them if required (and to existing staff). We will also ensure that suitable hardware and software solutions (e.g. Jaws) are tested and available to staff members with disabilities that require them<br><br>In terms of online service provision, the Website Development Board continues to oversee the development of the website and collate any feedback received, which is then fed back into the design of the site.<br><br>The projects also advance equality of opportunity by improving the ways we can collect and analyse data, which will help us pinpoint areas of need or analyse trends. Also the move to put more services online helps make information more available to all groups, and accessible to those with mobility issues, or who are unable to access our services in normal hours.<br><br>The projects will also offer benefits by increasing the scope for flexible/remote working by staff, which will assist those with Caring responsibilities. |