



# South Somerset District Council Project Brief

Approved Budget within Service Plan? ~~Yes~~/ No

**Project Number: 2014-17**

**Project Name: Upgrading the ICT Helpdesk System to the Current Version**

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## 0 Document Control

### 0.1 Document Approval

Name	Organisation	Role	Approval	Date

### 0.2 Revision History

Version	Author	Review	Reason For Issue	Date
1.0	Roger Brown	Nicola Hix	Initial Draft	
1.1	Nicola Hix	Roger Brown / Garry Green	Financial sections updated	02/12/14

### 0.3 Document Distribution

Name	Organisation	Role
Garry Green	SSDC	Property Services Manager

### 0.4 Document References

Section Reference	Document Referred	Document Title

# 1 Purpose

There are a number of reasons this project needing to be carried out:

- The ICT Service Management/ Helpdesk system has not been upgraded to the current version of the product for 7 years and for compliance reasons now needs to be upgraded to reduce operational risk and exposure to vulnerabilities associated with running old software.
- To upgrade the host server's operating system which goes out of mainstream support in March 2015.
- To allow Property Services to replace the unreliable Property Services Request (PSR) system.

## 2 Project Outline

- Project Brief to Management Board identifying need, objectives and funding requirements
- Indicative start date
- Employ Frontrange (the software vendor) professional services to manage deployment and training
- Implement objectives

### 2.1 Authority Responsible

This is an internal decision within the ICT management team that has also been discussed at the ICTB Board.

### 2.2 Background

In 2007 ICT made a budget lead decision to move away from mainstream support with Frontrange to third party support for their ICT Service Management System (HEAT). The result was that the system was supported in terms of development but not for version upgrades. The consequence is that the system is now seven years old and only able to run on a server operating system that will go out of support and become non-compliant in March 2015.

It should be noted that the cost savings through cancelling the support agreement in 2007 are similar to the cost of this project. However as we have been without the benefit of support, maintenance and the current version of the product throughout that time, some of which exposes a risk should the system fail, we shall enter into a support agreement should this project gain approval.

Other Service Desk systems have been investigated, including the Microsoft software that is included with our Microsoft Enterprise Agreement (MEA). In August 2013 Trustmarque Solutions (our MEA vendor) identified that the cost of gaining familiarity with the modelling for five processes with the Microsoft system was £15,000. A conservative estimate was that the number of processes that would need to be modelled would be at least four times this. Hence the additional cost of system configuration and training in use and maintenance was not pursued as it became clear that the additional cost of using the "included" software was significant. We concluded that the Microsoft system was really intended for larger organisations and that not only the cost, but also the risk of moving to a totally new system was too high for us to move in that direction.

We also looked at Civica's APP product as used by Environmental Health but found that it was dedicated to Public Protection and to try and adapt it for use as an ICT Service Helpdesk system would impose compromise in usage and reporting for both services. In addition the ICT related pro rata annual maintenance costs would be around £12,000 per annum compared to about £4,000 for the Frontrange solution. The capital setup costs were therefore not investigated.

It was therefore agreed that we would look at our options around our current Service Management system and establish whether the functionality of the current version has improved compared to the seven year old version in use at the moment.

In August 2014 Frontrange attended the SSDC offices and gave a demonstration to ICT of the latest version of the product. The demonstration addressed the failings of the version ICT are using at the moment with many new features. Namely:-

- The ability to keep all email within HEAT, rather than have to import or make reference to email in another system.
- Workflow within HEAT so that processes can be defined and followed in relation to incidents and known problems and provide enhanced call management for solutions that move through a process.
- Improved problem management so that multiple calls in relation to a single incident are not duplicated.
- Integration with Microsoft Active Directory (the central network system which controls all user accounts) so that a separate database of user accounts within the Service management system is not required.
- The system would also be capable of meeting the Property Services requirement for the replacement of their PSR system

Property Services have also seen a demonstration of the system to ensure that they are happy that it can meet their requirements.

Frontrange Professional Services would be used to deploy the upgraded system. Though the upgraded system carries a similarity to the old system it offers far more functionality and behind the scenes is a far more enhanced system so training in technical administration and use would be required. It is envisaged that the training would involve suitable delegates from ICT and Property Services.

## **2.3 Project Objectives**

- Facilitate the upgrade of the server that hosts the ICT Helpdesk / Service Management System removing compliance issues around running an unsupported server operating system
- Upgrade the Service Management software to the currently supported system removing risks around running old unsupported software with vulnerabilities
- Utilise enhanced features to improve call management and reporting.
- Resolve Property Services problem's with their PSR system
- Re-establish mainstream support with the vendor so we don't have the same problem again and keep our software up to date

## **2.4 Project Scope**

### **Inclusions**

- Upgrading the host server operating system

- Upgrading the ICT Helpdesk System
- Replacing the Property Services PSR system
- Training in use and administration
- Utilise enhanced features
- Re-establishing mainstream support

## **Exclusions**

- Migration of existing call data – the system structure is such that this would not be cost effective so the new system will start with fresh data.

## **Constraints and Decisions**

- If we do not proceed with this project then ICT will need to continue to run a server operating system that goes out of support in March 2015 and Service Management software that is seven years old and aging.
- Property Services will still have a problem with their PSR system.
- We have negotiated an additional 30% discount on the licence cost which expires on 27<sup>th</sup> October 2014.

## **Interfaces**

Any interfaces will be dealt with by ICT as a part of the project.

## **2.5 Quality Expectations**

- HEAT Service Management system in place and fully functional for ICT and Property Services.
- Call categories and Types as appropriate redefined as part of the project
- Email integration within HEAT operational
- Workflow within HEAT operational

## **2.6 Carbon Management**

The project is carbon neutral.

# **3 Initial Business Case**

## **3.1 Reasons**

The key drivers are:

- The requirement to move from the server platform on which the ICT Service Management software
- The need to upgrade the ICT Service Management Software to a supported version
- The need to replace the Property Services PSR system

## **3.2 Anticipated Benefits**

Anticipated benefits are:

- Removes compliance issues around running unsupported software
- Removes the risk that vulnerabilities in old software could be exploited
- Improvements will be across two systems
- Improved management of ICT incidents
- More accurate measurement and reporting of performance
- Utilisation of enhanced feature set to bring operational efficiencies

- Gets a key ICT system back into mainstream support
- Solves the Property Services problems with the aging PSR system

### 3.3 Options

The project outcomes can be met by utilisation of other systems however those options have been investigated and discounted on the basis of cost, risk and the fact that the current version of what we already have is a comprehensive Service Management system.

### 3.4 Key Project Information Summary

<b>3.4.1</b>	<b>Expected Duration Of Project</b>			
	Start date:	October 2014		
	Other Key Milestones with Dates:	Training: October / November 2014		
	Expected Completion Date:	November 2014		
<b>3.4.2</b>	<b>Estimate of Officer Time Required: -</b>			
	<b>Officer's Name</b>	<b>Estimate of Officer hrs</b>	<b>Officer available? Y/N</b>	<b>Agreement of Officer? Y/N</b>
	<b><u>ICT</u></b>			
	Roger Brown	35	Y	Y
	Tim Puffett	65	Y	Y
	Ben Warman	40	Y	Y
	David Chubb	50	Y	Y
	Paul Angulo	75	Y	Y
	Desktop Support Person	60	Y	Y
	Jess Power	30	Y	Y
	<b><u>Property Services</u></b>			
	Garry Green	30	Y	Y
	David Coombs	60	Y	Y
	Property Services Person	45	Y	Y
	<b>Comment by Property Services:</b>	Proposed system will meet the requirements for the property request (PSR) needs subject to final discussions with the consultants Property Services will be able to resource the project as detailed		
	<b>Comment by Information Systems (if new IT system):</b>	This is an ICT initiated project.		
	<b>Comment by Green Team:</b>	This project is carbon neutral. There are no opportunities to reduce carbon production through this project.		
	<b>Comment by Community Cohesion Officer:</b>	There is no community cohesion impact.		
	<b>Comment by Other Services requiring significant input:</b>			

3.4.3 Risk Assessment	
Risk	Steps taken to mitigate Risk
<p>This is more around the consequences of not committing the funds. The ICT Helpdesk system is a key item of software that records, distributes and monitors incoming call tickets from customers. Although the current version of the product brings technical improvements, this bid is driven by a compliance requirement to move it from a server that will go unsupported in 2015.</p> <p>It is anticipated that the revenue implications will be met from the existing ICT and Property Services budgets.</p> <p>ICT do not have the expertise or resource to deploy the new system</p> <p>ICT/Property Services staff do not know how to use the system properly / Training is not sufficient.</p>	<p>Engage the vendor to carry out the key deployment stages such as installation, enablement, configuration and customisation.</p> <p>Investigate training options to ensure sufficient training is delivered at best value.</p>

## 4 Financial Investment

### 4.1 Financial Investment – Capital Projects

4.2.1 Total Costs and Funding – Capital Project		Funding Body		£' 000			
	SSDC Capital: -	ICT Capital Reserve		37.4			
	<b>Total Capital Cost</b>			<b>37.4</b>			
4.2.2 Breakdown of main areas of cost		2014/15 £'000	2015/16 £'000	2016/17 £'000	2017/18 £'000	2018/19 £'000	
	Licencing Professional Services & Training	22.4 15					
	<b>Totals</b>	<b>37.4</b>					
4.2.3 External funds to be received		Secured? Y/N	2014/15 £'000	2015/16 £'000	2016/17 £'000	2017/18 £'000	2018/19 £'000
	N/A						
	<b>Totals</b>						



<b>4.2.4 Revenue Implications of Capital scheme</b>							
		<b>Cost Centre</b>	<b>2014/15 £'000</b>	<b>2015/16 £'000</b>	<b>2016/17 £'000</b>	<b>2017/18 £'000</b>	<b>2018/19 £'000</b>
	Loss of interest @ 3.0% (PWLB 10yr rate 20.7.14)	FT922	1.2				
	(Savings in expenditure)						
	Revenue Costs by Individual Budget:						
	- 10 x Licences for ICT	TS610	2.8				
	- 6 x Licences for Property Services	KP602	1.7				
	Revenue Income						
	<b>Total Revenue Expenditure / (Net saving)</b>		<b>5.7</b>				
	<b>Cumulative</b>						
<b>4.2.5 Whole Life Costing</b>							
	Estimated useful life of asset (years)						5
	Total Revenue Costs Year 1 to 5						£22,500
	Annual Revenue Cost after year 5						-
	<b>Total cost over whole life of asset</b>						<b>£25,000</b>
<b>4.2.6 VAT Implications</b>							
	Based on the current information provided to us, VAT is recoverable on this project.						
<b>4.2.7 Impact on Band D</b>							
	Additional spend						£37,400
	Lost interest at 3.0%						£1,200
	Divided by tax base						£54,960
	<b>Cost per band D tax payer</b>						<b>£0.02</b>

## 5 Project Organisation

### 5.1 Provisional Project Management Team

<b>Name</b>	<b>Role/ Title</b>
Roger Brown	Project Sponsor
Fronrange (To Be Confirmed)	Project Manager
Donna Parham	User Representative
Dominic Mensa Fronrange	Supplier Representative

## 5.2 Interested Parties

Name	Reason	Action required
Garry Green, Property Services	Existing PSR system is unreliable and in need of replacement.	Involve in consultation process with supplier. Involve in installation and deployment to staff.