



South Somerset District Council

Project Brief

Approved Budget within Service Plan? **No**

Project Number: 2015-06

(Allocated when submitted to Project Resource Group)

Project Name: ICT software and hardware upgrades to integrate Environmental Health (Civica system) with Streetscene Services (ESG system) and provide links to Customer First (Indigo system)

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0 Document Control

0.1 Document Approval

Name	Organisation	Role	Approval	Date
	Project Group sign off	Ensure brief covers all aspects of requirements	Yes – project group completed brief	01/05/15
	PRG	Suitability for ICT project funding	Yes – figures updated	05/05/15
	Management Board	Approval to go forward to DX as Corporate Project	Yes, with concern about timing with the start of this project just before publication of transformation project. Further decision to be taken about start, even if funding agreed (recommendation 2)	18/05/15
	District Executive	Approval of funding and go ahead		

0.2 Revision History

Version	Author	Review	Reason For Issue	Date
1.0	Vicki Dawson, Nikki Herbert & Jane Parton	N/A	Initial draft	28/04/15
2.0	Shirley Courage	All sections	Updates to initial draft	29/04/15
3.0	Laurence Willis	All sections	Further updates to initial draft	30/04/15
4.0	Vicki Dawson, Nikki Herbert, Jane Parton Shirley Courage	All sections	Further updates to v3	01/05/15
5.0	Nicola Hix	Financial	Figures updated	05/05/15
6.0	Shirley Courage	3.4.2	Equalities Officer comment added	06/05/15
7.0	Nikki Herbert	All sections	Correct spelling errors	06/05/2015
8.0	Vicki Dawson	All sections	Incorporate comments from Alasdair Bell	08/05/15
9.0	Laurence Willis	All	Updated 4.2.7 re impact on band D. Project cost is £33K. Plus addition of second recommendation to address timing concerns	25/05/15

0.3 Document Distribution

Name	Organisation	Role
Alasdair Bell	SSDC	Environmental Health Manager – Service Manager
Laurence Willis	SSDC	Assistant Director (Environment) – Project Sponsor
Shirley	SSDC	Research and Support Officer (Environmental)

Courage,		Health) – Project Group
Ben Warman	SSDC	Infrastructure & Team Leader – Technical Support
Rose Appleby	SSDC	Research & Support Assistant (Environmental Health) – Project Group
Chris Cooper	SSDC	Streetscene Manager – Service Manager
Jane Parton	SSDC	Streetscene Support Supervisor – Project Group
Nikki Herbert	SSDC	Systems Support Officer (Infrastructure) – Project Manager
Vicki Dawson	SSDC	Principal Environmental Protection Officer – Project Group

0.4 Document References

Section Reference	Document Referred	Document Title
4	Civica quotation	Proposal for APP Integration with CRM (Indigo) for Pest Control & One Other Service
4	Civica quotation	Proposal for Civica GIS Toolkit

1 Purpose

ICT software and hardware upgrades to integrate Environmental Health (Civica system) with Streetscene Services (ESG system) and provide links to Customer First (Indigo system)

2 Project Outline

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

- To allow Streetscene Services to utilise the existing Environmental Health Civica APP system to replace their unsupported and operational critical ESG System.
- To allow use of the Civica APP facility for costing schedules of work which would be beneficial for the external works undertaken by Streetscene Services.
- To move Environmental Health services onto the new Customer First Indigo System to allow continued integration as currently happens via Northgate..
- To allow the decommissioning of three servers which go out of main stream support in summer 2015.

2.1 Authority Responsible

This is a joint project involving ICT, Streetscene, Environmental Health and Customer First. The objectives and outcomes are different for each service but are all interrelated and dependent on the outcome of this project. The majority of the resource required to deliver the project will be from the Directorate of Operations and Customer Focus.

2.2 Background

Both Environmental Health and Streetscene Services require service request management systems to record and allow performance management of the services they deliver.

Streetscene Services currently use an in-house developed system called Environmental Services Group (ESG). The knowledge and resources that developed the system over 10 years ago are no longer available. The system is therefore unsupported and no longer functions well enough to allow information to be retrieved, changed or used efficiently. Streetscene Services therefore require a new system to allow efficient reporting, service delivery and management to take place.

Since 2003, Environmental Health has used a Civica APP system which functions well and efficiently and is supported internally and externally. Some services such as Pest Control are integrated with Customer First front office system and following the transfer of Customer Services from Northgate to Indigo an upgrade of the integration is required. The existing integration runs on a Windows server 2003 operating system which goes out of mainstream support in the summer of 2015. With a new set up of the integration connector in place, this will allow these servers to be decommissioned.

Since April 2014 Streetscene Enforcement staff are now part of Environmental Health. There is an on-going link between these officers and the Streetscene Service and it would therefore be beneficial for both these services to be using the same system to allow streamlining of processes, sharing of intelligence and more efficient delivery of services.

In early 2015 Streetscene, Environmental Health and ICT met to view the existing functionality of the Civica APP system. Streetscene were satisfied that it would provide a satisfactory and enhanced solution to their requirements with the exception of the mapping element. Civica provided a web based demonstration of the additional GIS mapping

module (GIS toolkit) that could be utilised. Streetscene Services were satisfied that inclusion of the GIS toolkit would meet their needs.

2.3 Project Objectives

- Resolve Streetscene Services issues with their current ESG system
- Look to automate some of the manual external costing processes currently undertaken by Streetscene services
- Utilise enhanced features to improve Environmental Health Service delivery and performance management.
- Remove the risk of running old unsupported software which could fail and jeopardise operational critical functions.
- Allow the de-commissioning of three Windows 2003 operating system servers
- Allow the streamlined integration of Civica APP and Indigo, which will deliver an improved customer experience.
- Expand the ability to further integrate future service requirements of Streetscene and Environmental Health.
- Enhance customer web based facilities to assist the public when registering Streetscene and Environmental Health service and other requests.

2.4 Project Scope

Inclusions

- Moving the web services to a supported host server operating system.
- Configuring Civica APP system to meet requirements of Streetscene Services
- Installation of the GIS toolkit for Streetscene Services and Environmental Health
- Review process maps for relevant services.
- Modifying existing integration to Indigo system.
- Providing in house training to facilitate best use of Civica APP.

Exclusions

Migration of existing data in ESG system.

Constraints and Decisions

- If we do not proceed with this project then ICT will need to continue to run three servers on a Windows operating system that goes out of support in Summer 2015.
- Streetscene Services will still have issues with their inefficient ESG system
- Civica APP quotations expire on 16th June 2015
- Additional Environmental Health staff resource only available within 2015-16 budget.

Interfaces

- Any system interfaces will be dealt with by ICT as a part of the overall project.
- The project will allow interface between handling Streetscene and Environmental Health service requests.

2.5 Quality Expectations

- Civica APP will be used for all Streetscene Service requests

- Indigo will be fully functional with all Streetscene and Environmental Health defined integrations.
- GIS toolkit will be implemented to enhance Civica APP for the requirements of Streetscene and Environmental Health.

2.6 Carbon Management

The project is carbon neutral. There is potential for carbon savings in terms of vehicle use by maintaining a fully functional complaint system, including GIS, which will direct officers to complaints and requests in the most efficient way

3 Initial Business Case

3.1 Reasons

The key drivers are:

- The requirement to move Environmental Health integration to Indigo from Northgate.
- The requirement to move from the server platform on which the Integration is currently running.
- The need to replace the Streetscene Services ESG system

3.2 Anticipated Benefits

- Removes compliance issues around running unsupported software
- Removes the risk that security vulnerabilities in old software could be exploited
- Improvements will be across three services, bringing long term efficiencies
- Improved management of Streetscene and Environmental Health service delivery
- More accurate measurement and reporting of performance against local indicators and statutory returns
- Utilisation of enhanced feature set to bring operational efficiencies
- Solves the Streetscene Services issues with their current unsupported and inefficient ESG system

3.3 Options

The project outcomes can be met by the purchase of other systems however as the existing Civica APP system in Environmental Health closely meets the requirements of Streetscene services we would only incur costs of modifying that system rather than having to purchase an entirely new system. The close working relationship between Streetscene and Environmental Health functions provides further benefits to this option. Other options have been discounted on the basis of cost, risk and efficiency.

3.4 Key Project Information Summary

3.4.1 Expected Duration Of Project				
	Start date:	June 2015		
	Other Key Milestones with Dates:	Civica APP to install web services – July 2015 Integration of Civica APP and Indigo – August 2015 Installation of GIS Toolkit – October 2015 Decommissioning of servers – December 2015		
	Expected Completion Date:	December 2015		
3.4.2 Estimate of Officer Time Required: -				
	Officer's Name	Estimate of Officer hrs	Officer available? Y/N	Agreement of Officer? Y/N
	<i>ICT</i>			
	<i>Nikki Herbert</i>	<i>150</i>	<i>Y</i>	<i>Y</i>
	<i>Robert Hoskings</i>	<i>100</i>	<i>Y</i>	<i>Y</i>
	<i>Environmental Health</i>			
	<i>Alasdair Bell</i>	<i>15</i>	<i>Y</i>	<i>Y</i>
	<i>Rose Appleby</i>	<i>400</i>	<i>Y</i>	<i>Y</i>
	<i>Vicki Dawson</i>	<i>50</i>	<i>Y</i>	<i>Y</i>
	<i>Shirley Courage</i>	<i>50</i>	<i>Y</i>	<i>Y</i>
	<i>Trudy Norton</i>	<i>100</i>	<i>Y</i>	<i>Y</i>
	<i>Streetscene</i>			
	<i>Chris Cooper</i>	<i>15</i>	<i>Y</i>	<i>Y</i>
	<i>Jane Parton</i>	<i>200</i>	<i>Y</i>	<i>Y</i>
	<i>Charlie Dawes</i>	<i>50</i>		
	<i>Customer First</i>			
	<i>Jason Toogood</i>	<i>150</i>	<i>Y</i>	<i>Y</i>
	<i>Laurence Willis</i>	<i>15</i>	<i>Y</i>	<i>Y</i>
		<i>*all above is a rough estimate pending project plan</i>		
	Comment by Property Services:	<i>Not applicable.</i>		
	Comment by Information Systems (if new IT system):	<i>ICT initiated project</i>		

	Comment by Green Team:	Support project as it is likely to enhance efficiency of services that rely on vehicle use
	Comment by Equalities Officer:	Civica APP has the facility to carry out equalities monitoring as required.
	Comment by Other Services requiring significant input:	Not applicable

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3.4.3	Risk Assessment	
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	Risk	Steps taken to mitigate Risk
	<p>This is more around the consequences of not committing the funds. The bid is driven by a compliance requirement to move the integration from a server that will go unsupported in Summer 2015. This would mean more security vulnerability and loss of service delivery in case of server failure</p> <p>Meeting the ongoing revenue implications of the Civica enhancement.</p> <p>ICT do not have the expertise or resource to deploy the new system</p> <p>Environmental Health & Streetscene Services staff do not know how to use the system properly / Training is not sufficient.</p> <p>Loss of key staff to take project forward i.e. sickness</p> <p>Timing of project, starting just before proposals (expected in next few weeks) for use of EDM and IT software use across the council</p>	<p>Successful bid for funds and project going ahead</p> <p>It is anticipated this will be met from the existing Environmental Health budget. This may require a future inescapable bid.</p> <p>Engage the vendor to carry out the key deployment stages such as installation, enablement, configuration and customisation.</p> <p>Environmental Health staff have expertise in existing system and can provide training to Streetscene staff with support from Civica for new mapping module. Time has been allocated for this .</p> <p>Build resilience to project group</p> <p>Second recommendation added to report to take this into account so far as possible</p>

Financial Investment

4.2 Financial Investment – Capital Projects

4.2.1 Total Costs and Funding – Capital Project							
		Funding Body		£' 000			
	SSDC Capital: -	ICT Replacement Fund		33			
	Total Capital Cost			33			
4.2.2 Breakdown of main areas of cost							
		2014/15 £'000	2015/16 £'000	2016/17 £'000	2017/18 £'000	2018/19 £'000	
	GIS Tool Kit		14				
	Indigo Integration		9				
	Additional Licences		5				
	Consultancy Fees		5				
	Totals		33				
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
	NA						
	Totals						
4.2.4 Revenue Implications of Capital scheme							
		Cost Centre	2014/15 £'000	2015/16 £'000	2016/17 £'000	2017/18 £'000	2018/19 £'000
	Loss of interest @ 3% (PWLB 10yr rate 10.7.15)	FT922		0.99			
	(Savings in expenditure)						
	Revenue Costs by Individual Budget: (List)	HE405					
	5xlicence @425 per licence			3			
	GIS Toolkit			1			
	Revenue Income						
	Total Revenue Expenditure / (Net saving)			.99			
	Cumulative			4.99			

4.2.5 Whole Life Costing		
	Estimated useful life of asset (years)	5
	Total Revenue Costs Year 1 to 5	£20,000
	Annual Revenue Cost after year 5 <i>Indicate if this changes over the life and at what year changes are affected.</i>	
	Total cost over whole life of asset	£20,000
4.2.6 VAT Implications – this section needs to be completed by Karen Horley, in Exchequer Team, on x2223, before submission to Financial Services.		
	Based on the current information provided to us there are no VAT implications	
4.2.7 Impact on Band D		
	Additional spend	£33,000
	Lost interest at 3.0%	£990
	Divided by tax base	£56,141
	Cost per band D tax payer	0.01p

5 Project Organisation

5.1 Provisional Project Management Team

Name	Role/ Title
Laurence Willis	Project Sponsor
Nikki Herbert	Project Manager
Vicki Dawson, Jason Toogood Jane Parton, Rose Appleby, Shirley Courage	User Representative
Jane Hannan	Supplier Representative

5.2 Interested Parties

Name	Reason	Action required
Alasdair Bell	Enhancement of Civica APP for EH.	
Chris Cooper	Existing ESG system unreliable and needs replacement	