CABINET	Agenda Item 215
	Brighton & Hove City Council

Subject:		**ICT Fund 2010-11**
Date of Meeting:		**22 April 2010**
Report of:		**Director Of Finance & Resources**
Contact Officer:	**Name:**	**Paul Colbran** **Tel:** **29-0283**
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Key Decision:	**No**	
Wards Affected: All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

1.1 The purpose of this report is to set out proposals for the use of the ICT Fund for 2010-11 and provide an indication of the likely priority areas for investment for the two following years.

2. RECOMMENDATIONS:

2.1 That Cabinet agrees the allocation of the ICT Fund as set out in this report for 2010 – 11.

2.2 That Cabinet agrees in principle the priority areas for investment for 2011-12 and 2012-13 which would be subject to the final level of funding agreed by Budget Council in each of those years.

3. RELEVANT BACKGROUND INFORMATION:

3.1 At Budget Council £435,000 funding was allocated to the Council's ICT Fund for 2010/11. This had been reduced from £500,000 due to the pre-commitment of £65,000 in 2008/09 to improve systems backup and resilience. In addition there is £164,500 carried forward from 2009/10 when expenditure was deliberately deferred to ensure that it was properly aligned with the Council's Value for Money (VFM) programme. The funding available for 2010/11 and that outlined in the Council's Medium Term Financial Strategy for 2011-12 and 2012-13 is set out in the table below:

Year	Fund amount (£,000s)
2010 – 11	599
2011 – 12	435
2112 – 13	500

3.2 The Cabinet committed £126,000 of expenditure in 2010-11 at its meeting on 14 January 2010 to support the Corporate Accommodation Strategy. Therefore approval is sought for the remaining £473,000 for 2010-11 in this report.

3.3   In previous years only a one year programme of capital spend on ICT has been put forward. In the interests of ensuring better strategic planning of our investment in ICT indicative proposals have been put forward for a 3 year programme. The ICT Fund is not designed to be able to pay for the replacement of major systems. However it does enable the council to ensure the development and security of its network, smaller systems and contribute to the wider objectives of improved Value for Money and Improving the Customer Experience.

3.4   A report elsewhere on this agenda provides an update on the Council's VFM programme. Within that programme there are specific VFM opportunities identified within the ICT service itself and also a requirement for ICT to support the delivery of VFM improvements in other service areas and in particular the Workstyles projects. For ICT itself VFM improvements are expected from three main areas:

- Improved project management and governance arrangements
- Rationalisation of applications and systems
- Improved procurement

3.5   While this report sets out the high level priorities for spend, it is underpinned by detailed business cases for each individual project for 2010-11. These will still have to be approved through the new project governance arrangements brought in as a result of the VFM programme before expenditure can be incurred. Part of the proposals for use of this fund (within the Information Management element) will support the rationalisation of applications and systems required by the VFM programme in order to achieve ongoing revenue savings. The VFM requirement to improve procurement will be delivered in a number of different ways, including closer joint working with other local authorities in the South East. Brighton & Hove, East Sussex, West Sussex, Hampshire, Kent, Medway and Surrey have all agreed to work more closely together on a range of procurement activity of which the ICT strand is being led by Brighton & Hove. The network, telephony and support contract is a major piece of procurement on the horizon (end date of current contract August 2011) which will be subject to separate Cabinet approval. As part of our planning for that contract letting we will be exploring best practice from other authorities and looking for opportunities for obtaining the capital investment we require in this area delivered as part of the contract, thus potentially reducing the call on the Council's own direct resources from the ICT Fund.

3.6   Elsewhere on this agenda there is also a report on Improving the Customer Experience. Some of the investment proposed from the ICT Fund directly supports the aims of that work, for example through the planned investment in middleware technology. Elements of the expenditure will also have a direct impact on the council's sustainability targets, in particular the 10:10 commitment. For example as part of the Workstyles project the roll out of "thin client" devices will have a significant reduction in carbon emissions compared with standalone PCs.

3.7   Through drawing together all of these objectives along with ongoing requirements to invest in the stability and security of the infrastructure the ICT Fund expenditure, while limited, can have a significant impact. The proposals

have been grouped into three areas: VFM Workstyles, Information Management and Connectivity.

VFM Workstyles

3.8   The introduction of the 'workstyles' stream of the VFM programme will require significant investment in ICT. The January meeting of this Cabinet approved the high level business case for the investment in Bartholemew House including ICT investment drawn from this ICT fund.   The investment required is primarily around the deployment of flexible and scalable networks and telephony.   The networks will consist of a minimum of cabled connections with a wireless network for true flexibility.   In order to allow staff to work from any desk, the existing deployment of Internet Protocol (IP) telephony needs to be extended.

3.9   In order to provide all members of staff with the means of working flexibly, from any council or partner location, and indeed from home, the way in which desktop based applications are provided will need to change.   ICT have undertaken a large piece of work to evaluate the technologies that need to be in place to support this and have arrived at the most appropriate mix for our environment. These technologies need to have an improved back office server infrastructure but will be able to exploit the existing desktop infrastructure for longer than is currently possible.

3.10   For the workstyles stream to be effective there is not only the need for flexible application delivery, but also for better information management in the form of Electronic Document and Records Management (EDRM). While the council has some well established EDRM information systems, extending the use of these to more staff and locations requires investment both at the back office server end, but also in changing patterns of work to exploit EDRM.

Information Management

3.11   The council depends on good quality, readily available information to allow us to deliver services to our citizens.   The current situation is there are multiple systems holding large amounts of data that is used by different areas of the council for daily operations.   Many of these systems operate independently making the conversion of this data into meaningful information a complex and time consuming task.

3.12   These application systems operate on a number of different back office servers, and these servers are of different types (architectures).   Supporting these multiple architectures adds a layer of complexity and investment needs to take place to migrate systems to a common architecture platform. Each system must be carefully evaluated in order to ensure that migrating to a common platform does not reduce the functionality or increase the time taken to access or update information.

3.13   In order to exploit the information that can be produced from the all this data the council needs to invest in new technologies to replace or augment current systems.   Prime amongst these is the introduction of Middleware, a software architecture that can provide common access to the data held in these systems.

3.14 Introducing another software application in itself will not help the current situation of disparate applications, so investment needs to take place in the work of enabling access to the data assets, including making them available as required.

Connectivity

3.15 As more and more of the council's business becomes dependent on ICT, it becomes increasingly important to make sure that the council's systems and networks are available 24/7. As a result of the implementation of the VFM workstyles stream there is a need to have telephone systems that are modern, flexible, resilient and supported. This is currently supplied as part of a contract with NTL as a result of a competitive tendering exercise in 2005. This contract is due to expire in Summer 2011 and will require another tender exercise to be undertaken.

4. SUMMARY

4.1 The proposals outlines above are summarized in the table below:

Project	Description	Cost
VFM Workstyles 2010 - 11		
Application delivery	Initial implementation and licensing for flexible application delivery in support of workstyles, including server hardware, application software and licenses	£100,000
Networking	Installation of wired and wireless network connectivity for Pilot phase within Barts House.	£50,000
		£150,000
Information Management 2010 - 11		
Common reporting	Implement central reporting infrastructure based on the existing Business Objects software	£65,000
Planning system migration	Migrate the planning services from Northgate MVM applications to existing IDOX Uniform system	£100,000
Implement target server architecture	Migrate initial information systems from non-standard hardware architecture onto modern common hardware platform in conjunction with the application suppliers	£50,000
Information Security	Technology and training implementation to ensure compliance with relevant increased security requirements.	£50,000

		£265,000
Communications 2010-11		
Telephony systems upgrade and deployment	Upgrade the current telephony systems to support more flexible working styles, additional required functionality and additional users for Barts House	£184,000
		£184,000
TOTAL 2010 – 11		**£599,000**

Project	**Description**	**Cost**
VFM Workstyles 2011 -12		
Application delivery	Initial implementation and licensing for flexible application delivery in support of workstyles	£100,000
Networking	Installation of wired and wireless network connectivity for Pilot phase.	£75,000
		£175,000
Information Management 2011 - 12		
Common means of authenticating	Implement a Single Sign On solution so that only one password needs to be entered to access all information, improving access to all relevant information	£100,000
Information Systems integration	Initial Implementation of a 'middleware' solution to support information integration and reduction of applications.	£50,000
Implement target server architecture	Migrate initial information systems from non-standard hardware architecture in conjunction with application suppliers	£50,000
		£200,000
Communications 2011 – 12		
Telephony systems upgrade and deployment	Upgrade the current telephony systems to support more flexible working styles, additional functionality and additional users	£60,000
		£60,000
TOTAL 2011 - 12		**£435,000**

Project	Description	Cost
Information Management 2012 – 13		
Information Systems integration	Initial Implementation of a 'middleware' solution to support information integration and reduction of applications.	£100,000
Information Security	Technology and training implementation to ensure compliance with relevant security requirements.	£50,000
Implement target server architecture	Migrate remaining information systems from non-standard hardware architecture	£240,000
		£390,000
Communications 2012 – 13		
Telephony systems upgrade and deployment	Upgrade the current telephony systems to support more flexible working styles and additional users	£110,000
		£110,000
TOTAL 2012 – 13		**£500,000**

5.   CONSULTATION

5.1   This report supports the high level objectives contained in the ICT Strategy 2008–2012 considered by The Overview and Scrutiny Commission at its meeting on 21 October 2008 and by Cabinet at its meeting on 20 November 2008.

6.   FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

6.1   The overall allocation of funds for the capital programme was presented to Budget council for approval on 25 February 2010. The ICT Fund has been allocated £435,000 in 2010/11 of which £126,000 has been pre-committed. This is to be added to the £164,000 that was reprofilied into 2010/11 from the 2009/10 strategy.

6.2   Progress on the delivery of the strategy will be monitored through the Targeted Budget Management process and will be reported back to members on a quarterly basis.

Finance Officer Consulted: *Alasdair Ridley*   *Date: 08/04/10*

Legal Implications:

6.3   Following ratification by Full Council of Cabinet's proposed budget in respect of the 2010/11 ICT fund, the Cabinet has authority to agree how that fund be allocated. The Cabinet is able to agree the allocations for 2011-13 in principle but not substantively as Full Council have yet to approve these values.

Lawyer Consulted: *Oliver Dixon*   *Date: 30/03/10*

Equalities Implications:

6.5   An Equalities Impact Assessment (EIA) will be conducted against any part of the programme which results in a change to user functionality. This will be the case with the changes in information management.

Sustainability Implications:

6.6   This work programme supports a number of initiatives (such as mobile & flexible working, consolidated infrastructure, thin client computing) supporting the wider corporate commitment to sustainability and the reduction of carbon emissions.

6.7   Introducing more modern ICT hardware will reduce the energy required by the council in operating information systems. Moving to a 'thin client' device for the Barts implementation reduces the energy requirements by at least 50% for the devices alone with additional savings from reduced building cooling.

Crime & Disorder Implications:

6.8   None.

Risk & Opportunity Management Implications:

6.9   Each scheme/action identified within the programme will be subject to appropriate risk assessment. This report allocates funding to business resilience which helps manage risks of business continuity.

Corporate / Citywide Implications:

6.10   This report allocates funding to support the council's Value for Money programme.

7.   EVALUATION OF ANY ALTERNATIVE OPTION(S):

7.1   None

8.   REASONS FOR REPORT RECOMMENDATIONS

8.1   To agree the use of the ICT Fund for 2010-11 and agree in principle the likely priority areas for ICT investment for the two following years.

<div align="center">**SUPPORTING DOCUMENTATION**</div>

Appendices:

None

Documents in Members' Rooms

None

Background Documents

1.   Outline business cases for individual projects