

## **One Derby, One Council – ICT Transformation**

### **SUMMARY**

- 1.1 This report aims to draw-down £2.25m of the remaining ICT Transformation budget.

### **RECOMMENDATION**

- 2.1 To approve the release of £2.25million from the remaining 'One Derby, One Council' budget to enable the delivery of more citizen self service transactions providing end to end integration, master data management, citizen portals, mobile access and on line authentication for secure transactions.
- 2.2 To approve the amendment to the 2012/13-2014/15 Capital Programme associated funding.

### **REASONS FOR RECOMMENDATION**

- 3.1 .To allow the continued commencement of the ICT Transformation ensuring that we build upon the core systems by providing both integration and citizen self-service transaction facilities, thus supporting both the customer access strategy and helping to maintain the same volume and quality of services with fewer resources and at lower cost.
- 3.2 To implement the 'One Derby, One Council' ICT Transformation programme in line with the Derby workstyle recommendations financial procedure rules

### **SUPPORTING INFORMATION**

- 4.1 In order to achieve maximum benefit within the ICT Transformation, it is essential to link the new strategic software systems and providing citizen self-service secure authentication tools, which in turn will allow citizens to undertake secure confidential transactions on line.

- 4.2 The original ICT transformation budget agreed a number of discrete schemes for integration; master data management., mobile access and citizen on line authentication. These are shown in the Table below with the original budget allocation for each.

Project	Budget
Identification Management	£100,000
Citizen Access	£0
MDM- single customer and property references	£100,000
MDM/EDRMS Integration f2b,b2b	£307,717
Mobile	£350,000
Business Intelligence	£250,000
Information Management Support	£145,000
Integration – CRM	£750,000
Integration – Epayments	£100,000
Integration Middleware / Hub	£50,000
Integration - Middleware / tools	£100,000
	£2,252,717

- 4.3 Having reviewed the best way to approach delivering the required outcomes an alternative proposal has been that brings all of these into a single project and links them to the delivery of at least 7 business cases for delivering greater citizen self-service. The first business case has been prepared and approved by both the ICT Strategy Board and by the Chief Officer Group; and the remaining business cases will be developed before March 2013.
- 4.4 Implementation of the core technology and the first business case will begin on 1 October 2012 and is due to be completed by 31 March 2013; with implementation of the remaining 6 business cases (provided each one is approved) due to take place during 2013/14.

## OTHER OPTIONS CONSIDERED

- 5.1 None

This report has been approved by the following officers:

<b>Legal officer</b>	N/A
<b>Financial officer</b>	Collette De Gioia
<b>Human Resources officer</b>	N/A
<b>Service Director(s)</b>	Nick O'Reilly
<b>Other(s)</b>	N/A

<b>For more information contact:</b> <b>Background papers:</b> <b>List of appendices:</b>	Nick O'Reilly 01332 643254 Nick.OReilly@derby.gov.uk None Appendix 1 – Implications
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<b>IMPLICATIONS</b>
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**Financial and Value for Money**

- 1.1 The budget has previously been approved as part of the ICT transformation programme; this report seeks to consolidate this into a single stream rather than as 11 discrete schemes.

**Legal**

- 2.1 None arising from this report

**Personnel**

- 3.1 None arising from this report

**Equalities Impact**

- 4.1 None arising from this report

**Health and Safety**

- 5.1 None arising from this report

**Environmental Sustainability**

- 6.1 None arising from this report

**Asset Management**

- 7.1 None arising from this report

**Risk Management**

- 8.1 None arising from this report

**Corporate objectives and priorities for change**

- 9.1 Underpins the customer access strategy, is a core element of the one Derby one council programme and a means to maintain volume and quality of services to

customer using fewer resources and at lower cost.