



PORTFOLIO HOLDER DECISION NOTICE

INDIVIDUAL DECISION BY THE LEADER

TOPIC – UPGRADE TO CUSTOMER SERVICE CENTRE SOFTWARE AND DATA CLEANSING SOFTWARE

PROCEDURAL INFORMATION

The Access to Information Procedure Rules – Part 4, Section 22 of the Council's Constitution provides for a decision to be made by an individual member of Cabinet.

In accordance with the Procedure Rules, the Corporate Director (Governance), the Chief Executive and the Head of Finance are consulted together with Chairman and Vice Chairman of the Principal Scrutiny Committee and all Members of the relevant Scrutiny Panel (individual Ward Members are consulted separately where appropriate). In addition, all Members are notified.

Five or more of these consulted Members can require that the matter be referred to Cabinet for determination.

Contact Officers:

Case Officer:

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Committee Administrator:

Frances Maloney, Tel: 01962 848 155, Email: fmaloney@winchester.gov.uk

SUMMARY

Approval is sought to purchase software for the upgrade of the Customer Service Centre (CSC) software (Lagan) from v5.2 to v7 due to Lagan advising the Council that v5 will be de-supported in the near future. The new version also provides enhanced services which will enable a true 'test' system to be maintained and data to be uploaded into Lagan from other back office systems as part of the development of Lagan as a front office citizen database,

There are duplicate customers records within the CSC software due to names being input differently – the data cleansing software will cleanse and match current data and enable data cleansing on a regular basis to ensure accurate customer information and retention of a single record of each customer. As part of this data cleansing, standards for data entry will be agreed and implemented.

The Head of IM&T and Head of Customer Services have held discussions with the supplier and negotiated the capital cost of £23,265 and new server licences of £8,000, which will be funded from an agreed Capital amount. Maintenance costs of £2,300 will be paid from the Customer Services budget.

DECISION

1. That the Head of IM&T and Head of Customer Services be authorised to purchase the necessary software for CSC software upgrade, data cleansing software and new server licences as set out in this Decision Notice.
2. That a direction be made under Contract Procedure Rule 3.3 (a) approving the procurement arrangements set out in this Decision Notice.

REASON FOR THE DECISION AND OTHER ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

The current software will be de-supported by the supplier in the very near future, and the new software provides enhancements.

Clean data is important to ensure that the Council is providing a good service to its customers.

FURTHER ALTERNATIVE OPTIONS CONSIDERED AND REJECTED FOLLOWING PUBLICATION OF THE DRAFT PORTFOLIO HOLDER DECISION NOTICE

N/A

DECLARATION OF INTERESTS BY THE DECISION MAKER OR A MEMBER OR OFFICER CONSULTED

None

DISPENSATION GRANTED BY THE STANDARDS COMMITTEE

N/A

RESOURCE IMPLICATIONS

Capital payments are funded from e-government capita and revenue payments from the Customer Services budget. The costs of installation on the server will be funded using Project Days which are included in the existing IT support contract with Digica.

Other resource requirements are Head of IM&T & Head of Customer Services' time in agreeing quotation and project timetable, Technical Developers and staff from Customer Services for training and testing, and Digica for setting up server and ensuring backups are in place. All such requirements can be met within existing budgets.

Approved by: (signature)

Date of Decision

23 May 2008

Councillor George Beckett – The Leader