



London Borough of Hammersmith & Fulham

CABINET

14 OCTOBER 2013

MOVING THE IDOX AND UNIFORM IT SYSTEMS TO A MANAGED SERVICES PLATFORM

Report of the Cabinet Member for Transport and Technical Services : Councillor Victoria Brocklebank-Fowler

Open report

A separate report on the exempt Cabinet agenda provides confidential information on costs and savings attributable to this project.

Classification - For Decision

Key Decision: Yes

Wards Affected: All

Accountable Executive Director: Nigel Pallace, Executive Director, Transport and Technical Services

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1. EXECUTIVE SUMMARY

- 1.1. Idox and Uniform provides the land and property based IT system used by Planning Services, Environmental Health, Licensing, Trading Standards, Building Control and Land Charges, and associated document management and web interfaces in Hammersmith and Fulham Council.
- 1.2. As part of an on-going drive to reduce costs and deliver ICT services in a more efficient way, officers have been investigating with HFBP the potential for moving Idox to a 'managed services' platform, where the system is hosted and supported directly by the supplier.
- 1.3. It is anticipated that moving to a managed services platform will significantly reduce annual support costs as set out in the separate report on the exempt Cabinet agenda. The objective will be to move to the managed services platform by April 2014.
- 1.4. This proposal will realise an MTFS efficiency target of £21,000 for 2014/15.

2. RECOMMENDATIONS

- 2.1. That approval be given to one-off costs of £103,000 to complete the procurement and implementation of the provision and support of a hosted platform for the Uniform IT system (the savings figure takes into account implementation costs).
- 2.2. That a contribution of £103,000 from the Efficiency Projects reserve (Invest to Save), towards the year one, one-off project costs, be approved, with any other one off and on-going costs being met from within existing budgets.

3. REASONS FOR DECISION

- 3.1. The recommendation is that the Council moves the Idox systems used primarily by Planning Services, Environmental Health and Building Control divisions of the Council to a supplier hosted, managed services platform. This will enable significant savings as set out in the exempt report from 2014/15, contributing to departmental MTFS targets.
- 3.2. Moving to a hosted solution will ensure that the Council is always maintained and supported on the latest platform and able to benefit from the latest software developments within the negotiated contract costs.
- 3.3. It reduces the risks of impact on service provision during any future corporate IT service transitions as the system will be hosted and technically supported directly by the supplier.

4. BACKGROUND

- 4.1. Idox Uniform is a land and property based system and is the key IT platform for multiple services in the TTS department, specifically:
- Building Control (including contraventions and dangerous structures)
 - Planning (applications, appeals, enforcement, listed buildings, tree preservation orders, development condition monitoring)
 - Environmental Health (accident reports, commercial premises, service requests, infectious diseases, pest control, pollution prevention and control, private water supplies).
 - Land Charges
 - Private Sector Housing (residential premises, housing assistance grants, service requests, licensing houses in multiple occupation (HMO's).
 - Trading Standards (business register, service requests, risk analysis, Consumer Direct interface).
 - Contaminated Land (register of land which has hosted uses that may lead to contamination).
 - Licensing (licensed premises and individuals covering alcohol, gambling and all other licensable activities).
 - Electronic document management system.
- 4.2. Public and consultee web access for Planning, Building Control and Licensing. The department requires support, maintenance and management of infrastructure for Idox. This support includes essential day-to-day support and maintenance of the system that is critical to the business functions of the Transport and Technical Services department. Currently, support for Idox is contracted to the Council's IT partner HFBP.
- 4.3. TTS have asked HFBP to provide a cost-benefit analysis of moving the support, maintenance and management back to the supplier, Idox. A Solution Proposal provided by HFBP shows the Council will realise significant savings as set out in the exempt report by moving to a hosted platform.

5. PROPOSAL AND ISSUES

- 5.1. It is proposed that HFBP procure a five year contract to move Idox to a hosted platform for April 2014. HFBP have prepared a Solution Proposal which details the approach to be taken. The key details have been summarised below:

5.2. HFBP will lead on the procurement and transition to a managed service. The areas covered by HFBP include the following:

- Idox will assume responsibility for all the application support of Uniform and the Idox systems within the managed service following an agreement between HFBP and H&F on how calls to the service desk relating to Idox will be logged and managed.
- HFBP will retain a Service Integration and Management (SIAM) function for Idox applications and this will be supported by the contract between HFBP and H&F. HFBP's role will be limited to SIAM.
- HFBP will not be required to retain any application support capability in relation to the new hosted application.

5.3. **Benefits**

Moving to a hosted platform provides a number of benefits including:

- No need to pay additional charges for system refreshes and version upgrades as they are included in the annual charge. It is also easier to deploy new platforms more quickly resulting in a reduced impact on operational staff. This benefits the service and customers by enabling use of the latest software developments as they are released.
- If there are issues or errors with the software the Council will not incur additional charges from HFBP to fix them as responsibility will lie with Idox.
- Provision of a full suite of connectors which will allow interfaces with other systems and web services to be developed. This will be included as part of the hosted service and therefore will not need to be procured and maintained separately at additional cost.
- Reduced costs and responsibility for HFBP to support Idox and manage the infrastructure. Moving a major system such as Idox Uniform to a hosted platform before 2016 will reduce the transition costs and risks for the Council as it moves ICT provision and support to new providers.
- A clear service level agreement will remove the ambiguity over who is responsible for resolving issues. At present, some issues are resolved by HFBP application support and others are passed to Idox. A single point of contact and responsibility should help the speed of effective incident resolution.
- Idox currently provide systems to WCC and RBKC. WCC entered into a managed services arrangement with Idox in 2012. Strategically this may allow convergence of IT systems in the future in line with the Tri-borough ICT strategy.

5.4. Timescales

The following table sets out the summarised provisional timetable from the HFBP Solution Proposal for the migration to the new Idox Uniform hosted system.

Milestone	Responsible party	Date
Cabinet paper approved	H&F	14 th October 2013
Contract signed off	Agilisys Legal	30 th October 2013
Agreement to start project	H&F	November 2013
Hardware acquisition and installation	Idox	November 2013
Software implementation	Idox	December 2013
Initial systems testing	Idox, HFBP & H&F	February 2014
User acceptance testing	H&F	March 2014
Go-live	Idox, HFBP	April 2014
Post go-live testing	H&F	April 2014
Project closure	HFBP	April 2014

6. ALTERNATIVE OPTIONS CONSIDERED

- 6.1. **Remaining on the current platform** - Staying on the current HFBP hosted platform will not enable the Council to make the savings anticipated by moving to an Idox hosted solution. In addition, it is unknown ICT how services will be provided in the future when the current contract with HFBP comes to an end in 2016. By moving to a managed services platform now, this enables the Council to reduce the risk of issues when the ICT service provision changes.
- 6.2. **Carry out a full bi-borough procurement** – Moving to a single system for both boroughs would require extensive alterations to the business operations, cross departmental support and investment, full procurement under OJEU rules and authorisation of significant funds to cover implementation costs including migration of data from multiple existing modules of systems onto a new system. At this point the option is thought likely to be prohibitively expensive and intensive with minimal benefits for predominantly single borough services and therefore would not have a justifiable business case.
- 6.3. **Join Westminster City Council's hosted platform** - An option to migrate H&F into the existing WCC instance on a hosted Idox managed service was considered, but due to current differences in business processes and configuration this would not provide a viable solution to H&F at this time.

7. CONSULTATION

- 7.1. The following have been consulted – H&F Contract Management Office, H&F Business Board, Uniform user group, Councillor Brocklebank-Fowler.

8. EQUALITY IMPLICATIONS

- 8.1. There are no service equalities implications arising from the recommendations in this report.
- 8.2. Implications completed by: Carly Fry, Opportunities Manager, Telephone: 020 8753 3430.

9. LEGAL IMPLICATIONS

- 9.1. The Council's IT requirements are provided by HFBP under a service contract dated 1 November 2006 (the "IT Service Contract"). Under the IT Service Contract, HFBP contracts directly with software suppliers for the provision of IT software to the Council.
- 9.2. HFBP will enter into the new contract with Idox for the provision of the managed services solution.
- 9.3. Implications completed by: Janette Mullins, Head of Litigation, Telephone: 020 8753 2774.

10. FINANCIAL AND RESOURCES IMPLICATIONS

- 10.1 These are in the separate report on the exempt Cabinet agenda.

11. COMMENTS OF THE DIRECTOR FOR PROCUREMENT AND IT STRATEGY

- 11.1. There are no procurement related issues as the order is to be placed under existing arrangements in place between Hammersmith & Fulham and HFBP.
- 11.2. This is in line with the design principles as stated in the Tri-borough ICT Strategy for 2012-2015 that applications and services should move to managed service and web-based applications, and that ICT should enable moving to infrastructure-free models. It also provides a platform for the key element of the strategy, that of enabling convergence on a single application to support combined team operation.

11.3. Implications completed by: Howell Huws, Head of Business Technology,
Telephone: 020 8753 5025.

LOCAL GOVERNMENT ACT 2000
LIST OF BACKGROUND PAPERS USED IN PREPARING THIS REPORT

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
1.	HFBP Solution Proposal	Matt Caswell (2708)	TTS/HTHX6
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