

Upgrade to the ICT Helpdesk System

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Purpose of the Report

As a cost saving measure some years ago the maintenance and support of the ICT Service Management System was cancelled. Consequently the system has remained static for 7 years and is in need of upgrade. One of the key drivers for the upgrade is that the system will only run on a server operating system that goes out of support in March 2015 after which the authority would be non-compliant and at risk of losing its connection to the Government Network.

Forward Plan

This report appeared on the District Executive Forward Plan with an anticipated Committee date of 8th January 2015.

Public Interest

The ICT Service Management system is key for logging all works requests and support issues to the service. The system has not been upgraded for 7 years during which time there has been a saving, however it now needs to be upgraded because it is holding back other upgrades that will have security related implications if not done by April 2015. Property Services also need a system for recording service requests and the system they currently use is also aging and keeps failing. ICT and Property Services have therefore agreed to use the same system and share the support and maintenance costs.

Recommendation(s)

1. That members approve the upgrade to the ICT Helpdesk System;
2. That the Capital costs of £37,400 are found from the ICT Capital Reserve and that the ongoing revenue costs of £5,700 are added to the Medium Term Financial Plan for 2015/16 as an additional budget requirement.

Background

In 2007 ICT moved away from mainstream support with Frontrange to third party support for their ICT Service Management System (HEAT). The result was that the system was supported in terms of development but not for version upgrades. The consequence is that the system is now seven years old and only able to run on a server operating system that will go out of support and become non-compliant in March 2015.

Report Detail

Other Service Management systems have been investigated, including the Microsoft software that is included with our Microsoft Enterprise Agreement (MEA). In August 2013

Trustmarque Solutions (our MEA vendor) identified that the cost of gaining familiarity with the modelling for five processes with the Microsoft system was £15,000. A conservative estimate was that the number of processes that would need to be modelled would be at least four times this. Hence the additional cost of system configuration and training in use and maintenance was not pursued as it became clear that the additional cost of using the “included” software was significant. We concluded that the Microsoft system was really intended for larger organisations and that not only the cost, but also the risk of moving to a totally new system was too high for us to move in that direction.

We also looked at Civica’s APP product as used by Environmental Health but found that it was dedicated to Public Protection and to try and adapt it for use as an ICT Service Helpdesk system would impose compromise in usage and reporting for both services. In addition the ICT related pro rata annual maintenance costs would be around £12,000 per annum compared to about £4,000 for the Frontrange solution. The capital setup costs were therefore not investigated.

It was therefore agreed that we would look at our options around our current Service Management system and establish whether the functionality of the current version has improved compared to the seven year old version in use at the moment.

In August 2014 Frontrange attended the SSDC offices and gave a demonstration to ICT of the latest version of the product. The demonstration addressed the failings of the version ICT are using at the moment with many new features including:-

- The ability to keep all email within HEAT, rather than have to import or make reference to email in another system.
- Workflow within HEAT so that processes can be defined and followed in relation to incidents and known problems and provide enhanced call management for solutions that move through a process.
- Improved problem management so that multiple calls in relation to a single incident are not duplicated.
- Integration with Microsoft Active Directory (the central network system which controls all user accounts) so that a separate database of user accounts within the Service Management system is not required.
- The system would also be capable of meeting the Property Services requirement for the replacement of their PSR system

Frontrange Professional Services would be used to deploy the upgraded system. The upgraded system offers far more functionality and behind the scenes is a far more enhanced system so training in technical administration and use would be required to ensure that the best use is made of the enhancements. It is envisaged that the training would involve suitable delegates from ICT and Property Services.

Financial Implications

The capital costs are as follows:-

Description	Cost
One Off Licencing Costs (10 for ICT and 6 for Property Services. The	£22,400

costs will be split on a pro rata basis)	
Professional Services and Training	£15,000
Total Capital Cost	£37,400

The cost will be met from the Capital ICT Reserve which currently stands at £241,000. If members agree the recommendations in this report £203,600 will remain for other new schemes.

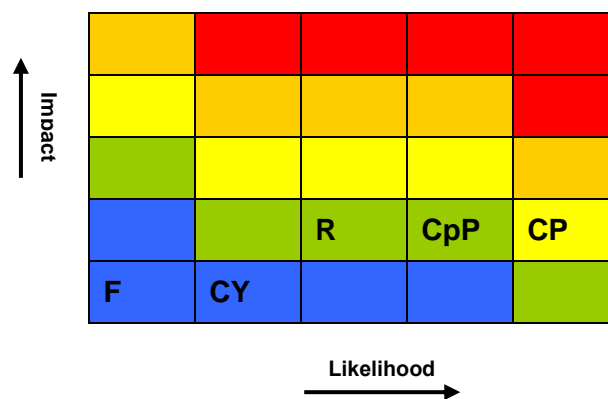
The revenue costs are as follows:-

Description	Cost
Support and Maintenance	£4,500
Loss of Interest	£1,200
Total Revenue Cost	£5,700

If Members approve the recommendations £5,700 will be added as an additional budget requirement for 2015/16.

Risk Matrix

This matrix only identifies the risk associated with taking the decision as set out in the report as the recommendation(s). Should there be any proposal to amend the recommendation(s) by either members or officers at the meeting then the impact on the matrix and the risks it identifies must be considered prior to the vote on the recommendation(s) taking place.



Key

Categories	Colours (for further detail please refer to Risk management strategy)
R = Reputation	Red = High impact and high probability
CpP = Corporate Plan Priorities	Orange = Major impact and major probability
CP = Community Priorities	Yellow = Moderate impact and moderate probability
CY = Capacity	Green = Minor impact and minor probability
F = Financial	Blue = Insignificant impact and insignificant probability

Corporate Priority Implications

By providing desktop and network infrastructure backed up by an effective support service, ICT underpins the whole organisation. By logging all support requests, requests for work and monitoring progress and performance the upgraded ICT Helpdesk System will play a key part in the management of ICT service delivery.

Carbon Emissions and Climate Change Implications

Our Climate Change Officer has been contacted and had the following comment: “An efficient ICT system is required to facilitate home working. Home working reduces desk space requirements and the need to travel with subsequent reductions in carbon emissions.”

Equality and Diversity Implications

Our Equalities Officer has been contacted and has no comments to add.

Background Papers

None