

Technology Implementation Update

Lead Officer

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Purpose of the Report

To provide an update in relation to the progress made in the implementation of the technology required to support the Transformation Programme. Also to provide an overview of future activities and the approach.

Action Required

That members note the report.

Report Detail

Following the decision taken by South Somerset District Council on the 20th April 2017 to award the contract to CIVICA UK LTD for the technology platform, the contract was negotiated throughout May and was signed on 31st May 2017.

During the contract negotiation there were a number of conversations with South Hams District Council and West Devon Borough Council to ensure we could take advantage of any lessons they had learned in respect of definitions and contractual milestones. As a result we added a number of milestones to the contract as well as expanding definitions. These were all things that South Hams and West Devon would have done with the benefit of hindsight.

Once the contract was signed work commenced to complete the system installation and upgrade, this was largely a behind the scenes upgrade that built the technology platform in readiness for Phase 1 - Support Services.

Although the upgrade was in readiness for Support Services it had the potential to affect the Revenues and Benefits and Planning teams who both use the Civica system currently. We minimised the impact to our customers by:

- Scheduling the disruptive element of the work outside of peak website periods.
- Performing testing and 'dry runs' beforehand in order to ensure the planned downtime was realistic.
- Advising website visitors in advance of the planned downtime.

The upgrade was completed successfully within the planned timeframe and had no negative impact on our customers or the Revenues and Benefits and Planning teams.

Work is now starting to adapt and build the new services (Workflows) for Support Services in the technology platform. We recently visited the Technical Team at Eastbourne Borough Council (EBC) in order to gain a more practical understanding of the implementation and build process, as well as the challenges they have faced. The visit was extremely beneficial and allowed our team to learn from their experiences.

We have agreed to continue sharing experiences and knowledge with EBC as we deploy the platform.

One of the benefits of implementing the technology platform for Support Services before customer facing services is it allows the resolution of teething problems before they affect our customers and service delivery. Once the technology implementation is complete for Support Services we will review the process and approach, and ensure we have learned lessons before implementing for customer facing services in order to ensure the transition for our customers is as smooth as possible.
