Subject: Replacement Document Management System

Report by:	Assistant Director – Change Management & Regulatory Services
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Purpose / Summary:	To gain approvals to spend upto£70,000 from reserves for the implementation costs of the Document Management System.

RECOMMENDATION(S):

1. **Members are asked to approve a capital budget and expenditure of up to £75,000 for the implementation of a replacement Document Management System, funded from the IT reserves £70,000 and General Fund Balance £5,000.**

IMPLICATIONS

Legal: None,

Financial : FIN/26/22/A/SSc

The capital programme 2021/22 includes for the replacement of the current Idox Document Management System.

The report requests the drawdown of £70k from ICT Reserve (RE101) to fund the implementation of the OneCouncil document management system (DMS). In addition it is prudent to allow a further £5,000 for additional consultancy days if required to be funded from General Fund balances.

The replacement DMS being considered is an extension of the functionality of our new OneCouncil Enterprise Resource Planning (ERP) system to include a document management system, which will meet all our current and future requirements.

There will be a slight increase in annual maintenance cost of £900 per annum which will be met within existing budgets.

There will be efficiency saving as the new DMS would not incur in house support and maintenance cost from our IT team (of which a small amount is in staff resources and the remained are savings from not having an on-premise server with licences), of approximately £44k a year. This saving will only be realised when the server portfolio is refreshed and this server is removed from the network and therefore future costs are not incurred.

The specification for the new DMS system has been developed with in consultation with all services currently using the Idox DMS, that this will replace.

Staff resources for this project will be met from existing resources.

Staffing : The implementation team will be resourced from within the System Development team, and service area users will need to be involved during the design and testing stages. It is unlikely that backfilling will be required for the service areas as their involvement is limited to 12 hours for the design and approximately 5 hours each service for testing.

The System Development team are adequately resourced to deliver this project.

Equality and Diversity including Human Rights : none

Data Protection Implications : An information assurance risk assessment is completed for every system implementation.

Climate Related Risks and Opportunities:

"The cloud is revolutionizing the IT industry in many ways. Customers consume 77% fewer servers, 84% less power and reduce carbon emissions by 88% by using the cloud, and there is no denying that its positive impact on the environment is just another one of its many positive attributes".
[https://www.missioncloud.com/blog/5-reasons-why-the-cloud-is-environmentally-friendly 2021]

Section 17 Crime and Disorder Considerations: None

Health Implications: None

Title and Location of any Background Papers used in the preparation of this report :

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Risk Assessment : None

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)   **Yes** ☐   **No** **X**

Key Decision:

A matter which affects two or more wards, or has significant financial implications   **Yes** ☐   **No** **X**

1   Introduction

1.1   The Idox document management system was implemented in 2008, and is an "on-premise" system. This system is now old and not fit for purpose without further upgrades. The IT strategy is to move applications, where appropriate, to the cloud.

1.2   There is now an opportunity to extend the functionality of our new OneCouncil Enterprise Resource Planning (ERP) system, to include a document management system, which will meet all our current and future requirements.

1.3   The new system will realise future efficiency savings because it will link to our new Customer Relationship Management system as well as providing the functionality for the OneCouncil system. The software will be maintained by the supplier rather than internal IT staff. It is important that all our documents are stored centrally to provide robust records management and that retention policies can be easily managed and adhered to.

2   Background

2.1   The new system's annual maintenance costs (£23,878) is slightly higher than we currently pay (£23,000), however this can be met out of existing revenue budgets.

2.2   Whilst the Idox system's annual maintenance is slightly lower, the upgrades are a further £6,000 normally every two years. In the new system any upgrades are included in the annual costs.

2.3   The current system is also experiencing a lot of system downtime with its public module (planning applications being viewed online). Whilst every effort over the last 12-18 months has been made to identify these issues, they are still ongoing.

3   Findings

3.1   A soft market test using 9 suppliers to identify that a new system if procured, and implemented could cost the council up to £466,000. The Idox system cost £180,000 to implement around 12 years ago, which was the suppliers' costs only and no internal resourcing costs.

3.2   TechnologyOne who supply our ERP system has indicated that the implementation costs would be £70,000. The price reflects the collaborative approach both partners want to take and are adopting currently whilst developing the finance and performance modules of the OneCouncil system WLDC would be the first council in the UK to use their product as a corporate DM system. Whilst the system is used widely in Australia, we would become a reference site for the company in this regard. It is prudent to allow a further £5,000 for additional consultancy days should the project require it.

3.3 The £70,000 is available within the ICT Reserve and has been earmarked for this project, in addition to £5,000 from the General Fund Balance, if these costs are realised.

3.4 A detailed proposal and a contract variation document has been received from TechnologyOne (procured from the GCloud 11 Framework) estimating the implementation price of £69,813. The project is due to start in July with a go-live date of March 2022. The standard time for this implementation is normally 6 months, but we have an extra 2 months to ensure we meet the March go live date.

3.5 It is intended to give notice to Idox in January to cancel the April renewal.

3.6 Engagement with services affected by this change from Idox to Technology1 Document Management System, will be undertaken in accordance with both the Change Management and Stakeholder Engagement Plans

3.7 Services within the scope of this project include;
- Development Management
- Building Control
- Land Charges
- HR
- Housing, Licensing & Environmental Health
- Waste Services

Finance is within Idox but this category is being phased out and is now included in the new OneFinance system

Recommendation

1. **Members are asked to approve a capital budget and expenditure of up to £75,000 for the implementation of a replacement Document Management System, funded from the IT reserves £70,000 and General Fund Balance £5,000.**