

Meeting date: 10th November 2022

Report to: Cabinet Member for Resources

Report title: ICT Capital Projects Update

Report from: Director of Resources and Deputy Chief Executive

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Wards affected:

- All Wards | Bickenhill | Blythe | Castle Bromwich | Chelmsley Wood |
 Dorridge/Hockley Heath | Elmdon | Kingshurst/Fordbridge | Knowle |
 Lyndon | Meriden | Olton | Shirley East | Shirley South |
 Shirley West | Silhill | Smith's Wood | St Alphege
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Public/private report: Public

Exempt by virtue of paragraph:

1. Executive Summary

- 1.1 The purpose of this report is to update the Cabinet Member for Resources on the current status of the Capital ICT Projects Programme.
- 1.2 The first phase of the Oracle cloud programme is live and Officers expect that Oracle Phase 2 (HR and Payroll) will be live in February 2023. All of the other projects in the ICT Capital Programme are progressing well and to plan. Updates for specific projects are highlighted below in the main report.
- 1.3 Officers have no further recommendations for investment opportunities at this time.

2. Decision(s) Recommended

- 2.1 To note the current status of the Capital ICT Projects Programme.

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3. Matters for Consideration

Background

- 3.1 The Capital ICT Projects Programme for 2022-23 has a budget of £733,940 (which includes £350,000 of funds approved by the Cabinet member at the April Decision session for allocation to the Oracle Programme). Of this funding all but £12,940 has been committed to the ten projects that make up the current Capital ICT projects Programme.
- 3.2 The £12,940 of uncommitted funds is available to spend on future ICT projects approved by the Cabinet Member.

Progress on current projects

- 3.3 This section highlights progress on projects that were previously reported to the Cabinet Member for Resources in April 2022. The funds allocated to the projects, the spend to date, the predicted total spend on the project and any variance is shown in Appendix 1, Section A 'Current Projects (previously reported to members)'.

Oracle Cloud

- 3.4 The Oracle eBusiness System (EBS) provides the core IT platform for Finance, Procurement, Accounts Payable, Accounts Receivable, Human Resources (HR), Payroll, and Organisational Development, and is used by the Council, Solihull Community Housing (SCH), the Urban Growth Company (UGC) and schools. The current system is due to become unsupported and the Council has opted to implement the replacement system from Oracle, Oracle Fusion (Oracle Cloud).
- 3.5 At the last Decision Session, Officers advised that the new Oracle Cloud Fusion system would be implemented in 3 distinct phases (phase 1, 2A and 2B) between June 2022 and February 2023. Officers can report that the first phase, phase 1, which included Finance, General Ledger, Procurement, Accounts Payable and Accounts Receivable went live as planned in June 2022 for Core Council, SCH, UGC and Education (Schools).
- 3.6 Officers further report that the final two phases, phase 2a which includes HR and Payroll for Core Council, SCH, UGC and Elections, and phase 2b, which includes HR and Payroll for Education, are to be combined into a single phase (phase 2) which will go live in February 2023 (the original go live date for Phase 2b). This is primarily as a result of 1) Oracle upgrading their London Data Centre at short notice which resulted in cancellations of certain activities required for the Council's go live, and 2) a performance issue on the existing Oracle EBS system following a mandatory software upgrade which has caused a significant delay to the Go Live Dry Run migration (effectively the test run of the go live itself).
- 3.7 ICT Services have had extensive discussions with Oracle concerning these issues and are now rephasing the activities to support a February Go-live. Some

improvements have been made to the performance issues however, processes are still taking twice as long to run as they did when Phase 1 went live. ICT Services continue to work with Oracle to resolve the issues.

- 3.8 A full report was presented to Resources and Delivering Value Scrutiny on 5th September 2022.
- 3.9 Once phase 2 is complete (February 2023), the Council will be fully live on the Oracle Fusion Cloud system.

Microsoft InTune and AutoPilot

- 3.10 Microsoft Intune is a cloud-based service that will enable Officers to securely manage the Council's mobile phones and PC/Laptop estates. The cloud based nature of the software supports Smarter Ways of Working and increases resilience by making the Council less reliant on its fixed Data Centre. Microsoft AutoPilot is a cloud based service that will enable Officers to set up and preconfigure laptops more easily and quickly leading to faster deployment.
- 3.11 Officers report that the project is progressing well. The testing of the new autopilot laptop build is largely complete and Officers are awaiting the delivery of pre-configured test laptops from the supplier. This testing is expected to be completed by the end of November after which the first batch of new autopilot configured laptops will be ordered for roll out to Council users. Once the autopilot build is live, laptops can be sent direct to the user without the involvement of ICT staff.
- 3.12 Officers report the replacement of the existing VPN and multi-factor authentication software across the Council is also progressing with approximately 40% complete to date. It is expected that the replacement of the software will be complete by the end of March 2023.
- 3.13 The rollout of the Microsoft In-Tune software is also progressing with the replacement of the existing Citrix Xenmobile device management software on mobile devices expected to be complete by Christmas. In-Tune Windows device management is also being rolled out to PCs/laptops, both as part of the Autopilot roll-out, and to existing devices (where possible) to provide a more standardised and uniform approach to Device Management.

CareFirst Archive

- 3.14 An archive system for CareFirst is required because there is old legacy data within CareFirst that was not needed within Liquidlogic but which still has to be retained for data retention purposes.
- 3.15 Officers report that the project is ahead of schedule with the CareFirst data having been largely migrated to the new Archive system and with two of the three user acceptance testing phases now complete. Project sign off is expected by February 2023.

Office 365 Project Support Officer

- 3.16 At the Decision Session in December 2022, the Cabinet Member for Resources

approved a funding allocation for a Project Support Officer to assist with the Office 365 programme. The role was needed for communications and administration support, and to provide project support for a new Intranet, and for the implementation of SharePoint document libraries.

- 3.17 Officers report that the resource has been the lead on the Intranet project and that as of September, the new Council Intranet is now live. The resource is also providing communications and administrative support to the Office 365 project. The Sharepoint document library work is due to commence shortly.

New payment gateway for Civica

- 3.18 The Civica Payment system is the main payment system for the Council and enables Services to process income from a variety of sources. The payment gateway upgrade was a mandatory upgrade.
- 3.19 Officers report that the Civica system has been upgraded and the new payment gateway is now live. The project is therefore complete.

Civica Hosted Distribution

- 3.20 The Civica Payment system Distribution module is key to the operation of the Civica payments system as it sends payments made via the Civica payment system to other Council systems such as Council Tax, Business Rates, Accounts Payable, Car Parking, etc. The version of the module that the Council currently operates is obsolete and needs to be replaced. The new hosted Distribution module to be implemented is installed in the suppliers' own PCI level 1 accredited data centre and accessed over the Internet. The new hosted module brings the module into line with other elements of the Council's Civica payment system which are similarly hosted in the supplier's data centre.
- 3.21 Officers report that the project is underway. The module has been installed and configured by the supplier and testing will commence in November. Officers expect the module to be live by the end of December 2022.

OpenText Archive solution

- 3.22 This project supports the migration of legacy data on the Income and Awards OpenText document management system to the newer NEC document management system. The upgrade is required to save staff time by making it easier for Income and Awards staff to access legacy documents and to reduce the support overhead of supporting 2 systems for ICT.
- 3.23 Officers report that the project is underway and that the supplier has commenced the extract of the data from the Opentext system. The process of extracting the data from the Opentext system, uploading it to the new NEC system and testing the resulting data on the NEC system to ensure it meets business requirements will take 3-4 months. Officers expect to be live with the data on the new system by February 2023.

New ArcGIS Enterprise Environment

- 3.24 This project is for the purchase of new infrastructure hardware and software for the Council's ESRI GIS (Geographical Information Systems) web mapping system.
- 3.25 Web mapping is used by service areas across the Council to view core business data on maps of the Borough. Some of this data is also made available for residents to view via software on the Council web site. Recently the software was key to supporting and guiding the Council's Public Health response during the Covid-19 pandemic through the provision of Intelligence dashboards and bespoke mapping solutions. This new hardware and software will enable officers to enhance the sharing of core business data to a wider audience both within the Council and, where appropriate, outside of the Council, seamlessly and securely.
- 3.26 Officers report that the software, including the web server, has been installed and configured and a network penetration test has been conducted to ensure that the system is secure. There is some final set up work to undertake but Officers expect the system to be live by the end of November 2022.

Paperlite archive solution

- 3.27 This project provides updated hardware to extend the life of the document management system (Paperlite) used by Adults and Childrens Social Care so that it can be used as a read only archive system. Although the Paperlite system is no longer used as the main document archive within Adults and Childrens Social Care, the documents contained within the system still need to be held for data retention purposes.
- 3.28 Officers report that conflicting priorities have delayed the start of this project but it is due to start shortly. Officers expect the system to have been migrated to the new hardware infrastructure by December 2022.

Oracle Cloud post go live Security and Controls Support

- 3.29 A funding allocation was approved by the Cabinet member at the April Decision session to assist the Council in the management of Cloud Security and Controls following go live of the new Oracle Fusion Cloud system. The set-up of security, access controls, business process controls and auditing within the Oracle Cloud system is a complex process and Officers felt that additional assistance from Systems Risk Services Ltd who have supported Officers in this capacity on the Oracle Fusion Cloud Implementation was necessary to ensure that the security and access control set up is optimised and risk free as the system beds in post go live.
- 3.30 Officers report that the supplier has been engaged in reviewing the Oracle system set up and has already made recommendations which are being implemented. The funding is due to last two years after which, Officers expect to have gained sufficient knowledge to be able to manage security and controls within Oracle Fusion Cloud without further support.

4. Implications and Considerations

4.1 State how the proposals in this report contribute to the priorities in the [Council Plan](#):

Priority:	Contribution:
<p>People and Communities:</p> <ol style="list-style-type: none">1. Improving outcomes for children and young people in Solihull.2. Good quality, responsive, and dignified care and support for Adults in Solihull when they need it.3. Take action to improve life chances and health outcomes in our most disadvantaged communities.4. Enable communities to thrive.	ICT projects can relate to all of the Council's priorities.
<p>Economy:</p> <ol style="list-style-type: none">5. Develop and promote the borough's economy, with a focus on revitalising our town and local centres.6. Maximising the opportunities of UK Central and HS2.7. Increase the supply of affordable and social housing that is environmentally sustainable.	ICT projects can relate to all of the Council's priorities.
<p>Environment:</p> <ol style="list-style-type: none">8. Enhance our natural environment, improve air quality and reduce net carbon emissions.	ICT projects can relate to all of the Council's priorities.
<ol style="list-style-type: none">9. Promote employee wellbeing	ICT projects can relate to all of the Council's priorities.

4.2 Consultation and Scrutiny:

4.2.1 This report has not been considered by scrutiny.

4.3 Financial implications:

4.3.1 As set out in the report.

4.4 Legal implications:

4.4.1 There are no Legal implications that need to be highlighted.

4.5 Risk implications, including Risk Appetite:

4.5.1 There are no risk implications that need to be highlighted.

4.6 Equality implications:

4.6.1 As the statutory equality duty is ongoing, all projects in the programme will be reviewed to ensure that we have captured any equality considerations that may have arisen since their initiation and/or implementation.

4.7 Linkages to our work with the West Midlands Combined Authority (WMCA), Local Enterprise Partnership or the Birmingham & Solihull Integrated Care System (ICS):

4.7.1 None of the projects within the programme have linkages with the West Midlands Combined Authority (WMCA), the Local Enterprise Partnership, or the Birmingham & Solihull Integrated Care System (ICS).

5. List of appendices referred to

5.1 Appendix 1: Progress and spend on the Capital ICT Projects Programme.

6. Background papers used to compile this report

6.1 None

7. List of Other Relevant Documents

7.1 None