

ICT INFORMAL MEMBER/OFFICER WORKING GROUP**17 July 2003****Attendance:****Members:**

Councillors:

Learney (Chairman) (P)

Campbell
Davies (P)
Goodall (P)
JefferKnasel
Oxley (P)
Porter (P)**Officers:**Ms S Boden (Director of Finance)
Mrs J Maughan (IT Client Officer)
Mr H Bone (Assistant City Secretary, Legal)
Mr A Moore (Assistant Director of Finance)

1. APPOINTMENT OF CHAIRMAN AND VICE-CHAIRMAN

RESOLVED:

That Councillor Learney be appointed as Chairman and Councillor Knasel Vice-Chairman for the 2003/04 Municipal Year.

2. MINUTES

RESOLVED:

That the minutes of the previous meeting of the Group, held on 3 March 2003, be approved and adopted.

3. CONTENT MANAGEMENT SYSTEM

(Report CAB682 refers)

The Director of Finance explained that the Council was in the process of acquiring a Content Management System that would devolve responsibility of updating webpages to individuals within service departments. The Council had worked with Eastleigh Borough Council (which was the only other Council in Hampshire also looking at procuring similar software) to draw up a specification.

The Director reported that only three companies had submitted tenders and that the City Council would adopt a slightly different evaluation process than Eastleigh, as there was no obligation for both councils to choose the same tender.

In response to Members' questions, it was noted that the Content Management System would be used on both the Intranet and Internet websites.

In response to a Member's concerns, the Director explained that the overall content and appearance of the website would remain the responsibility of the webmaster and the Content Management Officer Group. It was anticipated that the new software would release some of the webmaster's time to monitor the site more effectively and it

was expected that the software would incorporate a facility to highlight automatically webpages which had not been updated for a certain period of time.

Members discussed the difficulty of accessing committee agendas, reports and minutes and it was noted that the Committee Section were likely to acquire a separate module within the corporate document management system which would include the capacity to scan in non-electronic format appendices.

The Director anticipated that the Content Management System would have an expected life of perhaps five years and that the tenders' forward thinking in regard of updates would be evaluated as part of the tender process.

The Director explained that, as part of the evaluation process, the tenders would be making presentations and the results of this would be reported to Members in due course.

It was noted that the estimated costs of the Content Management System were likely to be no more than £50,000 for the project although there were likely to be additional costs relating to new equipment, training and software upgrades.

In conclusion, the group agreed to recommend the Project, the procurement process, and £50,000 from ICT reserve to Cabinet for approval.

RESOLVED:

That it be recommended to Cabinet that:

1. The Content Management Procurement Project as outlined in Report CAB682 be approved.
2. That the procurement process (including the proposed evaluation criteria of 60% quality: 40% price) be approved.
3. That £50,000 be approved from the ICT reserve, subject to Principal Scrutiny Committee considering the matter under its powers of call-in.

4. **IEG PROJECT PLAN PROGRESS**
(Report CEN26 Appendix K refers)

The Director of Finance reported that the project plan toward the Implementing Electronic Governance Statement was progressing well.

It was explained that this year's submission to the Office of the Deputy Prime Minister (ODPM) would be the third IEG Statement and that it required a 1,000 word assessment on the progress that had been achieved. The Director commented that this assessment would have to be completed by September 2003.

RESOLVED:

That the report be noted.

5. **MEMBER ACCESS**
(Report ICT6 refers)

The Director of Finance explained that Cabinet had authorised the purchase of Terminal Services as a means for remote connection for Members to the Council's network and that it was currently being used by 18 Members.

It was noted that the PCs in the Members' Room would be updated to run Microsoft Windows 2000 and that Steria were investigating extending the operation of the support helpdesk to operate between 6am and 10pm and eventually 24 hours a day, seven days a week. It was also noted that the capacity of Members' mailboxes had been increased and that further Members' IT training would be provided.

The Group discussed the difficulty and expense of connecting rural Members to broadband and the Director explained that this would be considered by the Members' Remuneration Panel. However, at present the decision to use broadband was a personal choice by each Member at their own expense.

RESOLVED:

That the report be noted.

6. **IT SERVICES – ANNUAL CUSTOMER SURVEY**
(Report ICT7 refers)

The Group considered the IT Services Customer Satisfaction results and noted that there had been a drop in the level of application support. The Group noted that this drop may have resulted from a confusion over responsibilities with third party suppliers of software (such as the Council Tax system) and agreed that future surveys should make the responsibilities of Steria clearer.

RESOLVED:

That the report be noted.

7. **EXEMPT BUSINESS**

The Working Group considered a report on the ICT Technical Infrastructure (CAB683 refers) which contained exempt information.

8. **ICT TECHNICAL INFRASTRUCTURE**
(Report CAB683 refers)

The Director of Finance explained that a significant investment was required from the ICT reserve in the Council's infrastructure to meet the introduction of the e-government initiatives that required the approval of Council. Following a review by the Council's ICT strategic consultants, Steria had broken the work required into five areas:

Domain and Email Upgrade
Network and Firewall
Server Rationalisation
Internet Connection and Control
Electronic Government

Members discussed the domain and email upgrades and commented on the high cost of the project on what would be a three year old system if Windows 2000 were used. The Director explained that a rolling improvement of the ICT infrastructure was

required partly to remain compatible with the various third party suppliers on which the Council was reliant for a number of services.

Further to the discussion on the issues with the Firewall and Network it was agreed to recommend to Cabinet that the previously "recommended" expenditure of £39,748 be approved as it was considered it logical and sensible for the all the work to be undertaken at the same time.

RESOLVED:

That Cabinet be recommended that:

That, subject to the matter not being called in by Principal Scrutiny Committee, Council be asked to agree as follows:

1. That the five projects as outlined in the report be approved.
2. That a virement of £380,000 from the ICT Reserve be approved.
3. That, within the approved amount, final agreement of the project details, including costs, be delegated to the Portfolio Holder for Finance and Resources.

9. **DATE OF NEXT MEETING**

RESOLVED:

That the date of the next meeting be agreed as 4.30pm on Monday 15 September 2003 in Mayors Parlour, Guildhall Winchester.

The meeting commenced at 11.00am and concluded at 12.25pm

Chairman