

ICT Major Projects

Alongside the modernisation programme of works, there are projects that are either in progress, or known about that will require significant ICT effort to support / complete. Below is a list of the knowns at this time but this is likely to increase as service seek to drive efficiencies and to improve system capability.

Project Name	Description	Estimated completion / go live	Lead Officers	Significant Milestones	RAG Status
Completion of O365 Roll out	Migration of users to Microsoft O365 & provision of Microsoft teams. This includes roll out of windows 10 laptops.	June 2022	GM - ICT With service GM's	Service areas completed	Green
Migration of Revs & Bens to new modernised platform	Revs & Bens application (Capita Academy) comes unsupported on the current platform by October 2022, a new contract will need to be awarded and the system will need to be re-platformed to an on premise or cloud version.	October 2022	GM – Revs & Bens GM - ICT		Amber
CapitaOne Contract Renewal	Education system re-tendering and potential migration to new platform.	March 2023	AD - Education & Inclusion GM - ICT	Scoping stage	
Corporate Telephony	New corporate telephony solution needs to be contracted for providing desk-based telephony services.	March 2023	AD – Business Services GM - ICT	Scoping stage	
Data Strategy	Supporting the development and roll out of the corporate data strategy programme.	In progress	GM- Business Insight GM- ICT	Initial meeting held in March.	

Appendix 4

				Milestones to be agreed pending scoping.	
Contract Procurements	Re-contracting of all ICT contracts and new contracts associated with the remediation / modernisation programme of work.	Ongoing	GM - ICT	Full contracts register of procurement action in place.	Green
Northgate Housing	Ongoing support of the migration and implementation of the new hosted housing system.	June 2022	PM – HMS GM - ICT	User Acceptance Testing End user Training	Green
Freshdesk Replacement (Agresso ITSM).	Migration of Agresso service management tool to Remedy (Corporate ITSM) including knowledgebase.	May 2022	HR/IT/Finance	Scoping stage	
New Data Reporting Platform	Development of a new environment to host development of data insight reporting and the future data insight strategy.	In progress	GM- Business Insight GM- ICT	Scoping stage	
Data Centre Hosting Renewal	Contract negotiation of a new data centre hosting contract for all council systems, potentially could result in a complete migration of all council systems to a new site.	November 2022	GM - ICT	Identifying scope/requirements Procurement Migration	Green
Digital Team Form Developments	<ul style="list-style-type: none"> - UAT form migrations - Helix Remedy access and training - Review of Registry Office processes to identify areas of digital opportunities. - Replacement bin form - Homeless or at risk form 	April 2022	GM - ICT	Service development activity	Amber

Appendix 4

	<ul style="list-style-type: none"> - Flexible home improvement loans form - Building control forms - Demolition notice and Permission to erect scaffolding - Report antisocial behaviour potentially convert to CXM process - Report flytipping, flyposting or flyboarding potentially convert to CXM process - Report a statutory nuisance potentially convert to CXM process 				
Robotics Process Automation (RPA) – Revs & Bens	Explore RPA for Capita Revs & Bens services.	TBC	GM – Revs & Bens GM - ICT	Scoping stage	
Flare – Environmental Health & Trading Standards System Upgrade	Flare system re-tendering and potential migration to new platform.	Awaiting service engagement	AD- Place Regulation GM - ICT	Scoping stage	
EDRMS Replacement (Document Management)	EDRMS system re-tendering and potential migration to new platform.	March 2023	GM - ICT With service GM's	March Cabinet Approval	Amber