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## **VIVISTA PROGRESS REPORT**

### **1 SUMMARY**

- 1.1 This report introduces the six-monthly progress report from the I.T. contractor, Vivista.

### **2 DISCUSSION**

- 2.1 Vivista last attended the Committee on 26 October 2004. An extract from the Minutes relating to the discussion at that meeting is attached at Appendix A.
- 2.2 Scott Paton and Everton Ellis from Vivista will be present at the meeting to provide a presentation to Members and answer any questions. A synopsis of the presentation Vivista will make will be circulated in advance of the meeting.

### **3 RECOMMENDATION**

- 3.1 It is proposed that the Committee **RESOLVES**

to consider the contents of the Vivista progress report in relation to the I.T. contract.

Sarah Fowler

Head of Administrative and Member Services

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#### **Background Papers:-**

None

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**APPENDIX A**

**IT CONTRACTOR – PROGRESS REPORT**

The Chairman welcomed representatives from Vivista, the Council's IT contractor, to the meeting.

The Committee received and noted the report of the Head of Administrative & Member Services, which introduced the six-monthly progress report from Vivista.

Appended to the report were details of the progress Vivista had made in response to the issues raised by Members at the meeting of this Committee held on 23 March 2004.

During Member debate it was noted that:-

- Since March 2004 an additional 7 servers had been installed. This involved taking out old redundant technology and upgrading, replacing or installing new technology to allow the Council's new applications to run on them.
- The new Electronic Document Management System (EDM) was a long-term major project which would take between 18 months and 2 years to install.
- The upgrade to the CAPS system would be enabled in time for the new licensing legislation.
- Vivista acknowledged the need to review their processes for surveying customers and to put in place better call management systems to include contacting members of staff once an incident has been closed in order to invite them to provide immediate feedback on user satisfaction.
- The small number of users who reported they had received a 'poor' response to incidents raised related mainly to a failure by Vivista to keep them informed of progress.
- It was intended that improvements would generate a better response to satisfaction surveys and the outcome would be reported to the Committee in 6 months' time.
- The Council's major systems such as Uniform, Academy and Comino are compatible with other local authorities, for example, Maldon, Chelmsford and Colchester.
- This Council will seek to work in partnership with these and other authorities to obtain economies of scale and to deliver the IEG Strategy.