

**SYNOPSIS OF VIVISTA PRESENTATION**

**Infrastructure Status**

<b>Equipment Type</b>	<b>Quantity</b>
Workstations	236
Laptops	12
PC's used as Thin Client Terminals	0
Thin Client terminals	6
Printers	60

**Note:** Thin Client is a method of communication between Servers hosting applications desktops computers benefit's include:-

- Application upgrades are carried out on the Server rather than each desktop computer being upgraded. This ensures every desktop computer has the same version.
- Older PC's with slow processor's and low memory can run resource hungry applications thereby extending their life.
- The cost of connection to remote sites can be reduced

Additional Servers at Rochford since October 2004

<b>Server Name</b>	<b>Service - Application</b>
RDC2K3TSPIRIT	Payroll Human resources & BACS payments.
RDCCOMINOAPP	Host for Electronic Documents Application
RDCCOMINODB	Database for Electronic Documents
RDCPRINT	Network Printing

**Progress since previous presentation**

1. Completed customer satisfaction survey – previous surveys failed to secure a high number of responses (only 7% of RDC staff). Vivista in conjunction with RDC launched a web-based survey, which has secured a response of 63%. Results of the survey are detailed in the attached document.
2. Internet Access – The Roll out of thin client devices for local residents access to systems at Rayleigh Civic Suite and the Councils Main reception have been completed.
3. Staff at Chelmsford Borough Council have been provided secure access, via Essextranet to enable them to access Non Domestic Rates application software to assist with processing queries. (Essextranet provides a secure network to transfer data between all Councils in Essex)

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4. Replacement Print Server - The server used to control the networked printers has been replaced.
  5. Re-cabling for a section in the old reception area and the setting up of the Homelessness Officer Department has been completed.
  6. Replaced network laser printer used for statements and printing of Council Tax & Non Domestic Rate bills.
  7. Additional scanners have been purchased to support electoral forms. These scanners will scan canvasser's and postal vote forms.
  8. Vivista has been acquired by SunGuard – for further information on the acquisition can be found on our web site '[www.vivista.co.uk](http://www.vivista.co.uk)'.
  9. The Council recently finished refurbishment of their new reception building, and Vivista successfully managed the:-
    - Set up of new equipment to be used in reception interview booths.
    - A team of Data Cabling experts who re-wired the existing post room
  11. Vivista worked closely with the Council 's Electronic Document Management Project Manager, and software vendor to ensure the smooth implementation of application software.
  12. Implementing Electronic Government. Over the last 6 months Vivista and Rochford District Council have implemented:-
    - Installed publicly accessible internet terminals.
    - Extended the corporate land and property database to Environmental Health and the new liquor licensing function.
    - Improved our infrastructure to support new ways of working such as home and remote working.
    - Implementation of Submit-A-Plan, which will enable members of the public to send Building Control Applications electronically.

#### **Priorities for the next 6 months**

1. Thin Client - Key council staff will be testing all applications in preparation for wide deployment of thin client.
2. In conjunction with RDC develop and implement a service improvement plan to tackle feedback from customer survey.
3. Continue to support implementation of Electronic Document Management, and Implementing Electronic Government Projects.

**Future developments identified by RDC**

1. Further develop the services available via the website such as e-forms and e-consultation.
2. Develop the business element of the website to meet the needs of businesses.
3. Work with Parish Councils to enable the exchange of information electronically.
4. Pilot mobile working in the Revenues and Benefits service.
5. Completing the Essex extranet that provides a secure network to transfer data between all Councils in Essex.