

SUNGARD VIVISTA UPDATE REPORT

1 SUMMARY

- 1.1 This report introduces the six-monthly progress report from the IT contractor, Sungard Vivista (SGV).

2 INTRODUCTION

- 2.1 SGV last attended this Committee on 17 October 2006. An extract from the minutes relating to the discussion at that meeting is attached at Appendix 1.
- 2.2 The six-monthly progress report provided by SGV is attached at Appendix 2. Kay Hennessy, the SGV Area Manager, will be at the meeting to answer Members' questions.

3 DISCUSSION

- 3.1 In the previous report to Committee the turnover of the on-site SGV staff was highlighted as a concern. Since then Barrie Madsen has been appointed as the on-site contract manager for SGV and the three other team members have remained in post, thereby providing continuity of staffing and service.
- 3.2 In terms of project activity, SGV have completed the removal of all the remaining Windows 98 machines. The intention is now for SGV to have upgraded all the Windows 2000 machines by September 2007.
- 3.3 SGV have provided assistance in upgrading the web servers that meant the new website could be launched on the planned date of 22 February 2007. SGV are also assisting with the implementation of IT in the elections service to ensure we can meet the requirements of the 2006 Electoral Administration Act in time for the local elections on 3 May 2007.
- 3.4 Some important projects are planned for the next six months, including a proposal to improve the performance and security of the network. We will also be considering a proposal from SGV to enable mobile working, as part of our pilot arrangements to identify the opportunities available to the organisation and staff by offering mobile and home working.
- 3.5 SGV carried out a customer satisfaction survey of RDC staff by email in the autumn of 2006. There was a disappointingly low response of only 5% to this survey so it is difficult to draw reliable conclusions. However, the lowest response ratings were in the areas of timely resolution of the problem, communication with the end user about fault resolution and overall quality of resolution. SGV will be addressing these issues in the coming months.
- 3.6 The customer satisfaction survey is carried out on an annual basis and we will work with SGV around the format of the questionnaire used to try to simplify it and thereby encourage staff to respond.

4 RECOMMENDATION

4.1 It is proposed that the Committee **RESOLVES**

- (1) To note the contents of the Sungard Vivista progress report in relation to the IT contract.
- (2) To receive a further update report in six months time.

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Background Papers:-

None

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