

SUNGARD VIVISTA PROGRESS REPORT

1 SUMMARY

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

2 DISCUSSION

- 2.1 Sungard Vivista last attended the former Finance and Procedures Overview & Scrutiny Committee on 13 April 2006. An extract from the Minutes relating to the discussion at that meeting is attached at Appendix A.
- 2.2 The report provided by Sungard Vivista is attached at Appendix B. Scott Paton, their Head of Operations, will be at the meeting to answer Members' questions.
- 2.3 At the meeting of the Finance & Procedures Overview and Scrutiny Committee, Members requested specific officer guidance in future reports.
- 2.4 Officers have been pleased with the impact that Phil Wilde, the Sungard Vivista Customer Relationship Manager, has had. His work around reviewing the existing service level agreement and drafting a service improvement plan are examples of the work that has now been progressed. This has freed up the time of the on-site Contract Manager to concentrate on day to day work.
- 2.5 A concern of officers is the turnover of the on-site Sungard Vivista team. Three new team members have started in the last 6 months. There were some issues of continuity of service but the new team now seems to be settling in well. The more major concern is the ability of Sungard Vivista to recruit an on-site Contract Manager. The previous permanent manager left one year ago and the position has been filled since then by 2 temporary Contract Managers, the latest of which has been promoted within Sungard Vivista. Both these temporary managers provided a very good standard of service and significantly improved the responsiveness of the on-site team so it is disappointing that they have not been retained on-site.
- 2.6 In terms of the work carried out by Sungard Vivista, the refresh programme to remove the Windows 98 PCs is progressing and we expect that they will all be replaced with new terminals by the end of October 2006. The installation of the 2 new web servers and the associated support arrangements will ensure the continuation of the high level of availability of the Council's website and online services. This is important as the website is due to be re-launched by the end of the year.

3 RECOMMENDATION

3.1 It is proposed that the Committee RESOLVES

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

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Background Papers:-

None

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