

VIVISTA PROGRESS REPORT

1 SUMMARY

- 1.1 This report introduces the six-monthly progress report from the I.T. contractor, Vivista, which will be despatched under separate cover.

2 DISCUSSION

- 2.1 Vivista last attended the Committee on 21 April 2005. An extract from the Minutes relating to the discussion at that meeting is attached at Appendix A.
- 2.2 Kay Hennessy, Vivista Area Manager, and Everton Ellis, Vivista On-Site Contract Manager 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

Background Papers:-

None

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APPENDIX A

VIVISTA PROGRESS REPORT

The Committee received the report of the Head of Administrative & Member Services introducing the six-monthly progress report from the I.T. contractor, Vivista. Members noted the contents of their presentation, which had been circulated prior to the meeting.

The Chairman welcomed Scott Paton and Everton Ellis to the meeting. Mr Paton highlighted the following points:-

- Vivista had been acquired by SunGard. However, this would not have any impact on the day-to-day operations.
- A higher response to the customer satisfaction survey had been achieved at 63%.
- Publicly accessible internet terminals had been installed in the Council's reception areas at Rochford and Rayleigh.
- Testing of applications would be carried out in preparation of wide deployment of thin client.
- A service improvement plan was being developed in conjunction with the Council to tackle feedback from the customer survey.
- The implementation of Electronic Document Management was being supported as well as projects connected with Implementing Electronic Government.

In response to a Member question relating to the upgrade of the CAPS system, it was noted that this would be enabled in time for the new licensing legislation.