

**346 SUNGARD VIVISTA UPDATE REPORT**

The Committee considered the report of the Head of Administrative and Member Services introducing the six-monthly progress report from the Council's IT contractor, Sungard Vivista.

The Committee welcomed Mr Paton, Head of Operations for Sungard Vivista, to the meeting. Mr Paton was in attendance to answer any Member questions on the Sungard Vivista report.

In respect of progress made since Sungard Vivista had last reported in to Committee, Mr Paton advised that:-

- Call stack levels continued to decrease; the number of calls logged was around 300 calls per month.
- Significant changes had been made to the on site support team. A part time post has been converted to full-time, which had resulted in increased office cover.
- A new Customer Relationship Manager had been appointed, whose role was to work with the Sungard Vivista Contract Manager to improve service to the Council.
- Phase one of the Thin Client refresh project had been completed; phase two had now started, with approximately 30 PCs upgraded.
- The number of PCs within the Council had reduced, which reflected an increase in the number of Thin Client terminals.
- The Microsoft NT 4 servers were in the process of being replaced; four had already been de-commissioned, with the remaining servers due to be de-commissioned by the end of this year.
- The e-mail servers had been upgraded and a new Revenues and Benefits server had now replaced an outdated server.
- A new dedicated Essextranet firewall had been installed.
- A number of officers in Acacia House had been provided with wireless network access.
- The Council was now benefiting from a County Council initiative, which saw the establishment of a business to business relationship with Hewlett Packard; this had resulted in a significant reduction in costs for Hewlett Packard products.

In response to a Member enquiry relating to improved call handling, Mr Paton confirmed that 95% of calls received at the call centre were answered within 5 rings, with callers transferred to a member of staff. There was no automated call pick up or automated music.

Responding to a Member query relating to the cost implications associated with checking for fraudulent on line benefits claims, Mr Paton advised that he would investigate this further and would provide Members with an update in writing. The costs within the contract covered the costs of running the Council's current IT environment; any enhancements to the contract would usually result in additional costs.

Officers confirmed, in response to a Member question about the annual cost of the IT contract, that £760,000 had been allocated in this year's budget for the contract which would be used, in part, towards the costs of annual maintenance fees to various software suppliers and for maintaining the Council's IT hardware.

Responding to Member concern about large staff turnover, Mr Paton advised that new staff often brought in new expertise, which could have a positive impact on service provision.

In response to a Member concern relating to the de-commissioning of Windows 98 on PCs, Mr Paton confirmed that Windows 98 would be de-commissioned completely by the end of October.

Members stressed the need for the Council to gain best value from the contract, which would run until 2011, and continuity of service and noted that Sungard Vivista would shortly be undertaking a customer survey of all Council staff.

In concluding the debate, Members concurred that there would be merit in receiving a further update report from the contractor in 6 months' time.

### **Resolved**

That the contents of the Sungard Vivista progress report in relation to the IT contract be noted and that a further report be made to the Committee in six months' time. (HAMS)