

## Project Appraisal and Scrutiny Committee Recommendation

<b>Project Name</b>	Orchard Citrix Replacement
<b>Committee</b>	Community Services
<b>Portfolio</b>	Housing
<b>Committee Date</b>	28 <sup>th</sup> June 2012
<b>Executive Councillor</b>	Councillor Smart
<b>Lead Officer</b>	Julia Hovells

### Recommendation/s

#### Financial recommendations –

- The Executive Councillor is asked to recommend the increase in monetary value of this capital project (which is already included at a lower sum in the Council's Housing Capital Plan) for approval by Council, subject to resources being available to fund the capital and revenue costs associated with the Scheme. The total capital cost of the project is £36,340, and it is proposed that this is funded from the housing IT repairs and renewals fund, where sufficient provision exists. The project already has approval for £24,000, with approval for an additional £12,340 of capital resource required.
- The one-off revenue cost of the project is £12,110, with this cost to be funded as originally intended, utilising the existing revenue budget for application support days, which is an integral part of the current contract with Serco. Ongoing revenue costs for the new solution will be met from existing revenue budgets, previously utilised to meet the costs of the existing solution.

## 1 Summary

### 1.1 The project

The project aims to complete the transition to a new, fully supported, software solution for launching the Orchard Housing Management Information System to users across all council departments.

Target Start date	Project commenced February 2011
Target completion date	April 2012

## 1.2 The Cost

Total Capital Cost	£36,340
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### Capital Cost Funded from:

Funding:	Amount:	Details:
Reserves	£0	
Repairs & Renewals	£24,000	13503 (Approved June 2011)
Repairs & Renewals	£12,340	13503 (Requiring approval)
Section 106	£0	
Other	£0	

### Revenue Costs

Project Implementation	£12,110	
Year 1 and 2 (Server Support only)	£2,720	Existing Cost / Budget
Year 3 Ongoing (Server Support + V-Workspace Support )	£3,190	Existing Cost / Budget

## 1.3 The Procurement

Serco, on behalf of the Council, will procure the hardware and software provided as part of this solution from specialist external companies.

The cost of hardware was £11,080 and the software is anticipated to be £25,260.

Technical services will be provided by Serco as part of the existing IT contractual arrangements with the Council.

## **2 Capital Project Appraisal & Procurement Report**

### **2.1 What is the project?**

Over 250 members of staff and external contractors use the Orchard Housing Management System across all council departments. This is currently delivered to users' desktops via a Citrix based solution. This software has been used for 6 years and is now out of support and requires replacement.

In the initial recommendations made by Serco, a virtual solution using Quest v-Workspace products was proposed, at a total estimated project cost of £20,600. This was considered a preferable option to upgrading the Citrix software, which would have incurred significantly higher costs than adopting the Quest virtual solution.

The estimated project cost rose when it was identified that licences for the new solution had been under-specified and under-quoted for the original project quote.

Following investigation and pilot implementation of the proposed virtual solution by Serco, and significant testing of this by pilot users in housing, it was concluded that the virtual element of the solution, operating on the platform that the Council is currently using, caused operation of the housing management information system to be too slow to be acceptable to the service.

Serco were unable to provide an alternative virtual solution and instead suggested the purchase of two replacement physical servers, but still using the Quest v-Workspace software.

A combination of the need to purchase physical servers and to meet the accurately identified costs of licenses, the total implementation cost will be £48,450 (£36,340 capital / £12,110 revenue).

## **2.2 What are the aims & objectives of the project?**

The key objective for this project is to enable continued access to the business critical Orchard Housing Management Information System, deploying a fully supported solution.

As part of this project, it is also the aim to ensure that the solution adopted is fully compliant with the corporate IT Strategy, which moves away from using Citrix to a standard delivery method (Quest V-Workspace) for launching programs to the user.

## **2.3 Summarise the major issues for stakeholders & other departments?**

An inability for users to access the Orchard Housing Management Information System would negatively impact:

- Letting and voiding of Council properties
- Recording changes in leasehold property ownership
- Managing the right to buy process
- Ordering of day to day, void and planned repairs and improvements
- Collection of rent by direct debit
- Allocation of all rent collected to tenancies
- Recovery of arrears / legal activity
- Creation of standard letters and documentation
- Responding to day to day enquiries from tenants

Departments negatively affected would include; City Homes, Customer Services, Estates and Facilities, Strategic Housing, Legal Services, Revenues and Benefits.

## **2.4 Summarise key risks associated with the project**

The current solution for delivering the Orchard system to the user is no longer supported by the IT provider (Microsoft). Operating a business critical system in an un-supported environment carries significant operational risks in terms of facilitating staff to be able to undertake routine tasks and deliver standard day to day services.

Operating unsupported software solutions also contravenes the government connect requirement, meaning that we will be non-compliant if a replacement solution is not implemented.

## 2.5 Financial implications

a. Appraisal prepared on the following price base: 2011/12

## 2.6 Capital & Revenue Costs (One-Off)

<b>(a) Capital</b>	<b>£</b>	<b>Comments</b>
IT Hardware Costs	11,080	£10,730 for the purchase of 2 physical servers and £350 for back up tapes
IT Software Costs	25,260	V-Workspace Enterprise Licences, RDS CAL Licences, Windows Server Licences and back up software licence. Including 2 years support
Professional / Consultants fees	0	Serco will deliver the technical services, charged to revenue budgets via application support days
Other capital expenditure	0	
<b>Total Capital Cost</b>	<b>36,340</b>	

<b>(b) Revenue</b>	<b>£</b>	<b>Comments</b>
Professional / technical support for implementation	12,110	Services will be provided by Serco, recharged as application support days under the existing support contract, funded from existing revenue budgets
Other revenue costs	0	
<b>Total Revenue Cost</b>	<b>12,110</b>	

There will be no increase in the ongoing cost of server support, as Serco will support the two new servers in place of the obsolete Citrix servers.

The support and maintenance for V-Workspace is included in the capital project for years 1 and 2, and will be met from within existing revenue budgets from year 3 onwards.

## **2.7 VAT implications**

There are no adverse VAT implications associated with this project.

## **2.8 Other implications**

There are no other direct implications for consideration as part of this project.

## **2.9 Estimate of staffing resource required to deliver the project**

The project has been resourced to date using a combination of in-house information systems staff and Serco (in the form of application support days).

Testing has been carried out by a number of pilot users across the authority.

Approval of the additional resource required will allow completion of the project with minimal additional use of these staffing resources.

## **2.10 Identify any dependencies upon other work or projects**

There are no direct dependencies on any other work or specific projects.

## **2.11 Background Papers**

- Serco Project Initiation Document – SR013019054 (Version 1.1)

- Serco Project Initiation Document – SR013019054  
(Version 1.8)

## 2.12 Inspection of papers

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