Cambridge City Council

To:	Executive Councillor for Customer Services and Resources
Report by:	James Nightingale, Head of ICT Client Services
Scrutiny committee:	Strategy and Resources Scrutiny Committee, 14 October 2013
Wards affected:	All

Project Appraisal and Scrutiny Committee Recommendation

Project Name: **E-mail, file storage system and server upgrades**

Recommendations

Financial recommendations –

- The Executive Councillor is asked to approve the commencement of this scheme, which is already included in the Council's Capital & Revenue Project Plan (PR020).

  - The total cost of the project is £333,930, funded from the IT Infrastructure repairs and renewals fund and the Technology Investment Fund.

  - There are no ongoing revenue cost implications arising from the project.

Procurement recommendations:

- The Executive Councillor is asked to approve the carrying out and completion of the procurement of hardware, software and labour to support the upgrades.

- Subject to:
  - The permission of the Director of Resources being sought prior to proceeding if the quotation or tender sum exceeds the estimated contract.

- The permission from the Executive Councillor being sought before proceeding if the value exceeds the estimated contract by more than 15%.

Project Name: E-mail, file storage system and server upgrades

1 Summary

1.1 The project

To change the Council's e-mail system from Northgate GroupWise to Microsoft Exchange / Outlook, replace current file storage software with Microsoft products and upgrade supporting hardware.	
Target Dates: by end March 2014.	
Start of procurement	Arrangements already in place
Award of Contract	Arrangements already in place
Start of project delivery	February 2014
Completion of project	April 2014
Date that project output is expected to become operational (if not same as above)	

1.2 Anticipated Cost

Total Project Cost	£333,930

Cost Funded from:

Funding:	Amount:	Details:
Reserves	£0	
Repairs & Renewals	£226,930	IT Infrastructure R&R fund (cost centre 27742)
Developer Contributions	£0	
Climate Change Fund	£0	
Other	£107,000	Technology Investment Fund (cost centre 24613)

1.3 Procurement process

Procurement is required for ICT hardware and software. Both will be procured under government framework contracts via Northgate Information Solutions.

2 Project Appraisal & Procurement Report

2.1 Project Background

The Council has been using Novell's GroupWise for e-mail and collaboration for some time, and at the time of initial procurement this was fairly common software in local government. Most organisations are now using Exchange and Outlook, together with Microsoft file storage software, and we are now increasingly finding problems of integration, as well as being reliant on specialist support.

2.2 Aims & objectives

Objectives

To upgrade core office systems by the end of March 2014, specifically:

- Move from GroupWise to Exchange and Outlook
- Move from Novell file storage to Microsoft.
- Move from Novell system access management systems to Microsoft (eDirectory to Active Directory).
- Upgrade related servers and storage, and complete the upgrade of the virtual server environment to a later version.

Benefits

- Integration with third party software allows us to work more efficiently, for instance by embedding e-mail and calendar activities into business processes carried out in our main business systems, rather than undertaking two sets of tasks. Integration options are often limited in GroupWise as Exchange is the default corporate system.
- Third party tools and utilities are also limited in GroupWise, given the prevalence of Exchange.
- Specific training is required for GroupWise, whereas many users join the organisation with previous experience of Exchange.
- We already have licence rights to Outlook as part of the MS Office suite.
- An upgrade of hardware and software allows us to continue to use e-mail efficiently and effectively, as one of our key business systems. Some upgrades and renewals would be required even if we remained with Novell products.
- Novell products require specific technical knowledge that is far less readily available than Microsoft equivalents. Northgate have reflected this in their pricing of the overall FM contract, and further revenue savings will be available once the upgrade has taken place.

Alternative options: it is technically possible to remain with GroupWise, though licence renewal costs are due in April 2014, and none of the benefits above will be realised.

2.3 Major issues for stakeholders & other departments

- All users of e-mail will require training.
- Mail groups and resources will need to be updated and migrated to Exchange – this will require verification and testing from users.
- Detailed design and planning is yet to take place, but it is likely that during migration there will be a period when some users exist in GroupWise, and some in Exchange. Users will need to work within the constraints that this will impose.

Consultation undertaken:

- None.

2.4 Summarise key risks associated with the project

Like any ICT project, there will be technical risks, as well as project ones. These will be mitigated by using an experienced team that has done similar work before.

There is a risk that resources and mailing lists are not accurately established in the new system. Key users will be used to check that the correct resources are set up for their service areas.

All historic mail will need to be migrated to Exchange, or archived prior to change over.

The period of change over needs to be carefully managed, as for a while two systems will be in use and some functions, such as calendar searches across the two, will not be possible.

All users will need to make time for training.

The risk of not carrying out the project is that we experience increasing issues with integration of our mail system with other software and that we have less choice of third party software and so potentially greater expense and limits on our ability to work in smarter ways.

2.5 Financial implications

a. Appraisal prepared on the following price base: 2013/14

2.6 Net revenue implications (costs or savings)

Revenue	£	Comments
Maintenance		
R&R Contribution		
Developer Contributions		
Energy savings	( )	
Income / Savings	( )	
Net Revenue effect	0	Cost/(Saving)

2.7 VAT implications

There are no adverse VAT implications for undertaking this project

2.8 Energy and Fuel Savings

(a) Is this project listed in the Carbon Management Plan?	No

2.9 Climate Change Impact

Positive Impact			No effect	Negative Impact		
			Nil			

The project will replace one e-mail system with another, so no net change is expected.

2.10 Other implications

An Equality Impact Assessment (EqIA) has not been prepared for this project

2.11 Staff required to deliver the project

The bulk of the resource required will be third party technical resource. City Council input will be required to input to the design, validate the set-up, test third party integration and to attend training.

2.12 Dependency on other work or projects

Delivery of full functionality to the Legal case management system is dependent on the move to Exchange.

2.13 Background Papers

2.14 Inspection of papers

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Capital Project Appraisal - Capital costs & funding - Profiling   **Appendix A**

	2013/14 £	2014/15 £	2015/16 £	2016/17 £	2017/18 £	Comments
Capital Costs						
Building contractor / works	0					
Purchase of vehicles, plant & equipment	0					
IT Hardware	112,000					
IT Software	60,330					
Professional / Consultants fees	161,600					
Other capital expenditure:	0					
Total Capital cost	**333,930**	**0**	**0**	**0**	**0**	
Capital Income / Funding						
Government Grant	0					
Developer Contributions	0					
R&R funding	226,930					IT Infrastructure R&R fund (cost centre 27742)
Earmarked Funds	107,000					Technology Investment Fund (cost centre 24613)
Existing capital programme funding	0					
Revenue contributions	0					
Total Income	**333,930**	**0**	**0**	**0**	**0**	
Net Capital Bid	**0**	**0**	**0**	**0**	**0**	