

## **CORPORATE SERVICES – 71/12**

### **REQUEST**

I am writing to you to request information regarding your IT systems.

Can you tell me if you use the following It systems at your authority?

Members/councillors enquiries system – Used by members or their representatives to log and track enquiries that the public have made to them.

Self Service/Customer Portal – For the public to access a range of services through a portal usually on the authority's web site. This may also involve tracking of the enquiries by the member of public through a registration process.

IT Asset Management system – This is used to help manage the estate of servers, desktops and Laptops. It holds information about each piece of hardware and updates automatically from each machine on a regular basis.

Waste management – This can be a system to support commercial or domestic waste.

FOI Management – Used to track FOI, Data protection or Environmental Information Regulations – information requests

For each of the above systems if appropriate I would like to know the following information:

Name of current supplier

Cost of initial implementation

On-going costs (Support and licencing)

Number of FTE's that support the systems When the current IT contract is due to finish If any of the above systems are delivered as part of a partnership or shared working arrangement can you please give the other parties involved and what your is your monetary contribution.

### **RESPONSE**

Members/councillors enquiries system – Used by members or their representatives to log and track enquiries that the public have made to them.

**Answer: There is no bespoke system for the council as a whole. The members officers use basic spread sheet for Chairman and cabinet. Councillors may have their own methods of course.**

Self Service/Customer Portal – For the public to access a range of services through a portal usually on the authority's web site. This may also involve tracking of the enquiries by the member of public through a registration process.

**1. There is a Planning facility where the Public can access planning applications and comment**

**2. There are self service facilities to deal with payments:**

- Council Tax
- National Non Domestic Rates (Business Rates)
- Parking Penalty Charge Notice (Parking Fine/Parking Tickets in car parks)
- Council House Rents
- Housing Benefits Overpayments
- Any other invoice sent to you by the Council

**3. There are online facilities to report Council Housing Repair Requirements**

**4. There is an online map to find nearest: to your location**

5. There is a facility to find the refuse and recycling collection day for a given address.
6. There are online facilities to find and contact your local councillor.
7. There are online details for Council Vacancies and application forms.
8. Local Plan can be viewed and commented on.
9. Registered members can make online bookings for Leisure Facilities
10. Online contact us facilities
11. Online Council Minutes and Agenda System

IT Asset Management system – This is used to help manage the estate of servers, desktops and Laptops. It holds information about each piece of hardware and updates automatically from each machine on a regular basis.

1. There is no current used automatic system. An Access Database keeps manual records.

Waste management – This can be a system to support commercial or domestic waste.

1. IDOX/Uniform These are deeply embedded modules and it is not possible to separate the cost or support elements

FOI Management – Used to track FOI, Data protection or Environmental Information Regulations – information requests

Data Protection is a manual process utilizing spread sheet. We have an internal Freedom of Information Database to record enquiries

For each of the above systems if appropriate I would like to know the following information:

Name of current supplier

Cost of initial implementation

On-going costs (Support and licencing)

Number of FTE's that support the systems

When the current IT contract is due to finish

If any of the above systems are delivered as part of a partnership or shared working arrangement can you please give the other parties involved and what your is your monetary contribution.

Answers using same line numbers as above:

1. Free national portal
2. Costs vary dependent of chosen method of payment.
3. Unknown
4. Searchable map by ESRI
5. Created in house and ported over at least a couple of times. Possibly an initial couple of days at inception.
6. Not aware of any separately identifiable costs
1. Not aware of any separately identifiable costs
2. Not aware of any separately identifiable costs
3. Not aware of any separately identifiable costs
4. Free as part of Drupal Package
5. E-Genda