

## **Post Project Evaluation – Replacement Telephony System**

### **1. Contacts**

**Report Author:**

Andrew Forward – ICT Manager

Telephone: 01243 534770

E-mail: [forward@chichester.gov.uk](mailto:forward@chichester.gov.uk)

**Cabinet Member:**

Norma Graves – Cabinet Member for Democratic Services, Business Support, Promotion and Events

Telephone: 01793 342881

E-mail: [ngraves@chichester.gov.uk](mailto:ngraves@chichester.gov.uk)

### **2. Recommendation**

- 2.1. To receive the post project evaluation (PPE) report (Appendix 1) for the replacement of our corporate telephony system, and agree the actions and review plan in sections 7 and 8 of the report.**

### **3. Background**

- 3.1. In 2015 the Council took the decision to go out to market for a new corporate wide telephony system.
- 3.2. With our (then) legacy telephone system (Philips) reaching 'end-of-life' and National Government stating that integrated services digital networks (ISDN) would be phased out (by 2025), a Voice over Internet Protocol (VoIP) system became our preferred solution.
- 3.3. This necessitated a fundamental change to our telecommunication technology, infrastructure and operational support requirements.
- 3.4. The formal project to replace the Council's corporate telephone system began in October 2015. Running until January 2017 the project was made up of three critical project phases: procurement, technological integration and operational go-live.
- 3.5. Over this period the evaluation and assessment of possible Shared Service arrangements (between Arun and Chichester District Councils) took place. Though this did not affect the overall success of the project, it did impact on the quality of the project outcomes. E.g. there was issue identification and fixes ahead of rollout.

#### **4. Outcomes to be achieved.**

4.1. Section 3 of the PPE report outlines the project objectives: outputs, outcomes and measures. Key achievements include

4.1.1. 100% delivery against relevant project outcomes.

4.1.2. Project delivered on time \*

4.1.3. Project delivered under budget

*\* The original timeline, as set out in the project initiation document (PID), was subsequently revised to accommodate emerging Shared Service objectives. Proceeding against the new timeline, all outcomes were successfully delivered in line with expectations.*

4.2. The project also delivered strategic capabilities in terms of ongoing efficiencies and enhance current and future mobile/flexible working and collaboration opportunities.

#### **5. Proposal**

5.1. The feedback, further action (PPE section 7) and review plan (section 8) was informed by a post go live staff survey, completed by 50% of Council staff representing 35 of the 37 service teams. Key points include

5.1.1. More focus on the 'change management' activities required to ensure full implementation of the system.

5.1.2. Ensure system software is kept up to date.

5.1.3. Engage in more 'feedback & improve' exercise with colleagues using the system.

#### **6. Alternatives Considered**

6.1. Not applicable.

#### **7. Resources and Legal Implications**

7.1. Not applicable.

#### **8. Consultation**

8.1. For the PPE report consultation was undertaken with the project team, senior management and staff across the council at all levels. The report was also presented to the Business Improvement Programme Board and assessed by the Corporate Improvement team.

#### **9. Community Impact and Corporate Risks**

9.1. Completion of an Equalities Impact assessment is not necessary

9.2. The project was commissioned to address a corporate risk associated with an aging and outdated telephony system.

#### **10. Other Implications**

	Yes	No
<b>Crime and Disorder</b>		<b>X</b>
<b>Climate Change and Biodiversity</b>		<b>X</b>
<b>Human Rights and Equality Impact</b>		<b>X</b>
<b>Safeguarding and Early Help</b>		<b>X</b>

<b>General Data Protection Regulations (GDPR)</b>		<b>X</b>
<b>Health and Wellbeing</b>		<b>X</b>
<b>Other</b>		<b>X</b>

## **11. Appendices**

11.1. Appendix 1 – ‘Replacement Telephony System Project’

## **12. Background Papers**

12.1. None