

Chichester District Council

THE CABINET

7 September 2019

Implementation of Income Systems upgrade

1. Contacts

Report Author

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Cabinet Member

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2. Recommendation

The Cabinet is requested to approve the allocation of £15,400 from reserves to implement essential upgrades to the Council's income management systems.

3. Background and Outcome

- 3.1. The Council's main income management systems are subject to a support and maintenance agreement that extends until 2022. The systems cover:
 - Income management and allocation (AIM)
 - Customer facing payment systems (Pay.net)
 - Card payment methods (Chip and PIN)
 - Receipting systems in finance and the customer contact centre
- 3.2. Under the terms of this agreement, the Council is required to be no further than one generation of software behind the current released version. The last upgrade to these systems was to version 10 in 2017.
- 3.3. We have recently received notification that Capita (the support provider) has released version 12 of these systems. Although self-implement is an option to upgrade, the Council has always chosen to ask the software supplier (Capita) to perform the upgrade due to the critical importance of ensuring continuity of these systems.
- 3.4. If this upgrade is not performed, under the terms of the contract, these core financial systems would become de-supported by Capita and the Council would lose access to both software and helpdesk support and as well as no longer receiving updates for any legislative and other changes.

4. Proposal

- 4.1. There is a one off cost to perform these upgrades of £15,400, which would be payable immediately upon approval. As no budgetary provision for these sums

is within the 2019-20 revenue budget or asset replacement programme, approval is sought from the Cabinet under section 4.3(c) of the budget and policy framework to approve the use of reserves to fund this expenditure.

5. Alternatives considered

- 5.1. The first alternative would be to choose not to implement this upgrade. The systems would continue to operate over the short term, but the risk to continued operation would increase over time and the Council would not receive any updates for any legislative changes that might occur.
- 5.2. The second option is to defer this upgrade until 2020-21 and build funding for this into the asset replacement programme due to be approved by Council as part of next year's budget. This reduces the long term risks outlined in 5.1, but does not alleviate the need for this expenditure.
- 5.3. The final option is to choose to install the upgrades ourselves. This is not something that the Council has done before and there would be no guarantee that this would ensure system continuity for these core financial systems. There is also no provision for this work within the Council's present IT workplan..

6. Resource and Legal Implications

- 6.1. As set out in 4.1, there is a one off cost of £15,400 (plus VAT) attached to this decision.

7. Consultation

- 7.1. None.

8. Community impact and corporate risks

- 8.1. The systems referred to in this report and key corporate financial systems and the provision of continued software support for them is considered critical to the discharge of effective financial control.

9. Other Implications

	Yes	No
Crime and Disorder		X
Climate Change and Biodiversity		X
Human Rights and Equality Impact		X
Safeguarding and Early Help		X
General Data Protection Regulations (GDPR)		X
Health and Wellbeing		X
Other		X

10. Appendices and Background Papers

- 10.1. None.