

### Status of Projects listed in the ICT Strategy Part 3 - Draft Programme of Activities

<b>Project</b>	<b>Status</b>
<b>SharePoint</b>	SharePoint is a collaboration tool that manages information storage, sharing and communication. The initial proof of concept was not completed as the project was put on hold pending the appointment of the new IT Manager who has now reviewed it and presented options to CLT. It could be an enabler for the transformation programme, but will require significant capital and revenue to implement and run. Therefore it has been decided by the Transformation Board not to proceed with SharePoint at present. Instead use of existing systems will be maximised.
<b>CRM</b>	Customer Record or Relationship Management systems (CRM) hold data on customers in a central place and make it accessible to other systems. Most are not designed for local government. The IT Manager has presented to CLT to demonstrate that Customer Portal Systems (CPS) are more appropriate for local government. This would be an online system that could completely manage enquires and requests from customers reducing the number of emails, calls and personal visits that the Council gets. These transactions cost considerably more than ones through a CPS would so savings in both revenue and resource could be made. However such systems cost a considerable amount to buy and run so a decision on this will this will be made by the Transformation Board in due course.
<b>Telephony</b>	MDC's current line contract runs until January 2018 and the current maintenance contract runs until October 2017. Options for a replacement telephone system have been assessed and CLT will make a decision on this.
<b>Mobile working</b>	It is now possible to give access to the Council's systems remotely including from mobile devices. However some systems do not present very well via remote access and there is also the requirement to able to work on some systems when a connection to the Internet is not present or convenient to use. Revenues and Benefits visiting officers now have mobile working solution which is accessible on a mobile device even when not online and similar facilities are available for tree work when required. The IT Manager is liaising with colleagues in Planning and Environmental Health to introduce similar systems for their officers to use when on site.
<b>Cloud-based Committee Management</b>	The Modern.Gov system that provides this is now live.
<b>Comino Activities (EDMS)</b>	The Civica W2 Electronic Document Management System (EDMS) also known as Comino is an electronic repository for documents which removes the need to keep them on paper. It also allows workflows and processes to be setup to make administration of tasks more efficient. An ongoing work programme is in place to update and expand the use of W2. Going forward it could play a key part in transformation and will be one of the systems whose use will be maximised in lieu of purchasing SharePoint.
<b>Integration Software</b>	NDL- Metascybe, the integration system which links systems and forms together has been upgraded and is in use. Its contract expires on 31 <sup>st</sup> March 2018. It is expensive and resource intensive and the volume of transactions it handles are likely to remain low so its future will be considered in the coming year.
<b>e-Forms</b>	The e-forms renewal project was delayed due to major security concerns about the system raised by the previous

**APPENDIX 1**

<b>Project</b>	<b>Status</b>
	IT Manager. These have now been resolved and the project will go ahead in the current year.
<b>Remote Access / Personal Device Use: Review of current Network Architecture</b>	The Council's network which connects all the computers and other devices. It has been experiencing minor delays in certain part of the building. A network expert from Thurrock Council has produced an initial report stating that the network is in good condition, but some improvements could be made which are being actioned. A more detailed analysis of his findings is now awaited and any further recommendations will be implemented.
<b>Remote Access / Personal Device Use: Deployment of Ericom Access Now &amp; Gateway</b>	This gateway device facilitates remote access to the Council's network. It was deployed in 2015. It needed to be upgraded as the existing version was end of life. It only allows access from Internet Explorer using the Windows 7 operating system or older, limiting its use to PCs or laptops. The upgraded version will allow remote access from any browser on any device. It will also allow more direct access to emails, calendars etc. This has been installed and is currently being tested. It is due to be live by March.
<b>Remote Access / Personal Device Use: Deployment of EOLP Token</b>	This system provides the dual factor authentication required when logging in remotely to the Council's network. It provides the PIN number required to log in. It is now deployed and live.
<b>Remote Access / Personal Device Use: Review and deployment of Good Technologies Direct Access products</b>	The Ericom upgrade mentioned above will allow access from any device so this is no longer required.
<b>e-Mail upgrade/Replacement</b>	Our current email and calendar system software reaches end of life this year so will be upgraded to the latest version Microsoft Exchange 2016 in 2017/18.