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To: Corporate Policy Overview and Scrutiny Committee

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Subject: Information Systems Deployment

Classification: Unrestricted

Summary

This report provides an update to Members on the use of information systems in support of direct services.

1. Systems Architecture

- 1.1 The council's technical architecture is made up of a number of layers comprising:-
- 1.2 Infrastructure – The hardware and cabling that provides the means of access to electronic services.

Network: The physical network connecting over 1,100 public sector sites in Kent as well as providing access points to the internet and onward connection to central government and other regional networks. In addition there is internal cabling and switching for 380 sites at which council staff are based.

Desktop Personal computing devices used by individual members of staff, to capture, access and analyse data; communicate with suppliers, colleagues, clients and other agencies and provide point of access for systems. Over 14,000 PC's, notebook and tablet computers are currently deployed by the council to both staff and as public access devices. Increasingly smaller handheld devices such as smart phones and blackberries are also in use.

Hosting The machine room and server environments where the network connects to the large multi user computers (servers) holding data and application systems

1.3 Business Applications – The software systems delivering the business processes supporting direct service..

Systems The applications that store, process and collate data to record and generate the transactions used in the delivery of council services. Internal and external communication; providing access to public information via the kent.gov.uk website; generating payments; ordering care services; logging schools admissions; managing library loans; scheduling adult education classes; coordinating school admissions; workflow for highway repairs; traffic management; monitoring of weather conditions; assistive technologies that monitor clients health, every area of council service exploits technology through the use of computer systems.

2. Application Dependency

2.1 The use of technology has created a dependency on technology in the delivery of direct service. This is a significant consideration in assessing budget challenges. Incorrectly balancing spend on ICT would not only put on going efficiency programmes at risk but could lead to a major failure of the delivery of direct service. Awareness of this risk has informed the development of service levels and the on going ICT capital investment programme.

2.2 The criteria for service level monitoring for both infrastructure components and applications is determined by availability. A failure of any of the constituent elements of ICT service could potentially result in a system being not being available which is why individual targets are set at the levels identified below. Loss of systems access would result in an almost immediate impact on service delivery and also on capacity to manage were there a prolonged failure. Business continuity arrangements are designed to address the former and disaster recovery provisions the latter.

2.3 The service level availability targets and performance, which are also reflected in the business plan are reported below.

Measured SLA Activity	Annual Target	Performance 2009/10
Desktop Availability	99.4%	99.52%
Network Availability	99.0%	99.96%
Systems Availability	99.0%	99.35%

2.4 The total annual expenditure on ICT by the council, including directorate spend, average cost of capital renewals over the life of systems and equipment, together with revenue support costs, is in the order of £33M per annum. A moderate estimate of the comparable cost of delivering service without the embedded automation would be in the region of £70M per annum. There are also an increasing number of examples of services entirely driven by new technologies, such as telehealth, telecare, web casting as well as services that government now require to be discharged exclusively through electronic channels such as benefit services.

3. Scope of Systems

3.1 The following table identifies the most significant internal council systems in terms of number of users. While the systems listed are notable due to scale and throughput, in addition there are a large number of small and medium size applications used by individual directorates and units across all areas of council activity.

System	Approximate number of users
Registration Services System (RSS)	100
Authority Public protection (APP)	100
Quality Education Solutions (QES) - Fastlane (Youth Statistics)	100
Blue Pumpkin (Impact 306 - Workforce Management - WFM - Forecasting & Scheduling)	125
Lone Worker System - Lone Star	150
Msoft (Integrated Community Equipment Service)	150
Enterprise	200
Trace	250
Smart Lock (Library Services)	260
Careworks - RAISE (Web Version)	300
Hornbill Supportworks	350
Impulse	400
Work and Asset Management System (WAMS)	400
Interprise	600
NetLoan (Library PC Booking system)	700
Websense Reporting	700
WebSense (ISA Filtering Service)	700
Deep Freeze Enterprise	700
Spydus (Library's PC Booking System)	800
ICS Capita One	1400
Swift	2500
Oracle System – Financial & HR	500 core and 6000 self service
Email & desktop applications	14,700

3.2 A list of the systems used by the council and logged through information services change control process is provided as appendices A, B, C & D. These identify the four categories of system used by the council:

- KCC Software: Developed by the council accessed across the council's network and hosted on council equipment.
- 3rd Party Software externally hosted: Software purchased from and managed by external suppliers accessed via the council network.
- 3rd Party Software internally hosted: Software purchased under licence from external suppliers, accessed via the council network, managed by the council and hosted on council equipment.
- Web Applications: Public facing internet pages, applications and services.

3.3 The scale and diversity of applications is an increasingly important consideration. The dependency on common infrastructure, processes and operating software requires significant effort in maintaining interoperability. Some applications, particularly those provided by third parties may be subject to upgrade as frequently as once a month. Considerable effort has to be expended to ensure that the introduction of such changes does not have an adverse effect on other systems of infrastructure.

3.4 The information services group works alongside directorate owners of the line of business systems to ensure compatibility with hardware infrastructure and support development of the applications. Shared use of systems where there are common requirements and data integration and/or procurement economies is a priority in selecting and implementing new systems, where this can be done without compromising service outcomes.

4. Application Strategy

4.1 Implementing common hardware infrastructure for pan public service use has been a major element of technology strategy for the council over the past four years. The delivery of the Kent Public Services Network and more recently the regional data centre facility opens the way for integration and shared use of applications between local authorities and other public agencies.

4.2 The most recent example is the deployment of a shared directory, through the Kent Connects partnership, supported by all Kent local authorities. This paves the way towards the implementation of common systems across multiple agencies. This directory structure has been created in the first instance to support the development of a shared

revenues and benefits system between Sevenoaks and Dartford councils but will also support aggregation between other systems and deliver savings against the duplication of overheads arising from multiple installations.

5. Recommendation

Members are asked to note and comment on the content of this report.

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Appendix A

KCC SOFTWARE & SYSTEMS

Achieve Forms (Kent Health Watch)
Adoptions DB (Adoptions)
Annual % Rate of Charge for Credit
Early Settlement Rebate
Awards (Area)
Awards (Central)
Free School Meals (FSM)
Bewl Water (Course Booking)
Blue Badge Public
Blue Badge Back Office
Bulk Flow
Calibration System
Social Care Jobs
Care Services (Kent Care Online Directory)
Certificates (RIOS)
Child Care Provider (Early Years)
Childrens Disability Register
Children Residential Information System (CRIS)
Children In Entertainment (CIE)
Claims Insurance Database (Debtors)
Clubs and Societies
Contacts DB (ED & LUTP)
Compliance (Delegated)
Compliance (Non Delegated)
Contracted Services Billing (Web Based)
Contractor Vetting
Contracts and Procurement
Council Elections (Public Site)
Council Elections (Back End)
Criminal Records Bureau (CRB Disclosures)
Council Search
Consultations
Dignity Grants
Duty Screening System
Early Years Free Entitlement (EYFE)
Efaults
Elections Database
Events Registration & Diaries (EDRS)
External Funding Database System (EFDS)
Foster Payment System
Gazetteer
Gonvernment Consultations
Human Resources Management Information System (HRMIS)

ISG Shop
Kent Abandoned Vehicle Service (KAVES)
Kent Film Office
Kent Landscape Information Service
Kent Traffic and Travel
KHSNet
KHSShared
KNET
Kent Phone Book (Update Details)
Kent Phone Book (Search Facility)
KentView
Kent Crimeview (Replacement for KentCaddie)
Lease Cars
Library Opening (Find a Library)
Library Online Resources
Libraries Mobile
Lord Chancellors System
Land UseTransport Policy - Consultees
Land Use Transport Policy - Library
Map Distribution System
Master Address
Members Database
MIDAS
National Speed Awareness
Online Schools Admissions (OLA)
OTIS
Outlook Web Access
P11D (Interfaces) Inc. Emmissions - Play Data & Class 1a
Parish Clerks
Postcode search on Explore Kent
Procedure for Entry to Secondary Education (PESE)
Personnel Information System (PIS)
PONDS Database
Project Monitoring (Site Monitoring)
Property Contractors (PCON)
Schools Rolls Forecasting
School Travel Information
Searchable Schools (SSD2) - (Schools Searchable Database)
Secondary Transfer Database (STD)
Simple Enquiry (Contact Us)
SNAP Surveys
Supporting People Directory
Trading Standards Legal Process
Training Database (Registration and Coroners)
Training Database (Trading Standards)
Unauthorised Encampments

VAT for Schools
Voluntary Escorts System (VES)
Ceremony Information Management System (CIMS)
Your Neighbourhood - My Nearest
KHS Definitions MapBrowser
ECO Schools
WasteBase
Exploring Kents Past (Web Site)
Explore Kent (Web Site)
Advisory Service Kent (ASK) - Head Teachers Database
Teachers Pensions
Community Schools (Extended Schools)
Contact Centre Intranet
RedAmGO (Operational Risk in Real Time)

Appendix B

3rd PARTY SOFTWARE & SYSTEMS - External Hosting

CaRa (ZEBE-D)
Norton Waugh Risk
Building Control software
HP1100 Control software (Chemstation)
HP6590 GC/1050 HPLC Control (Chemstation)
Quality Education Solutions (QES) - Sports Club Members
Quality Education Solutions (QES) - Sports System
Kentsport.org.uk (Website)
Quality Education Solutions (QES) - Outdoor Education Visits
Quality Education Solutions (QES) - Fastlane (Youth Statistics)
Quality Education Solutions (QES) - Positive Activities for Young People
togogo.info (Youth and Communities associated Website)
Registrations Online (RON)
Lone Worker System - Lone Star
Kent Scientific Website
Key Training Services Website
Key Training Services Website - Virtual Learning Environment (VLE)
hereshistorykent.org.uk (Website hosted updated by EIS)
kentarchives.org.uk/Index.htm (Website)
kaesonline.com (Website - online resource for tutors and students)
kaes.ac.uk (Website main Portal for site)
kaes.ac.uk (Webmail facility for tutors)
jahlis.net/cgi-jahlis/alcalendar/calendar.pl (calendar of events)
//art.kent.gov.uk/ (Website)
Atlantic Database
bowlwater.org (WebSite)
Kentish Websites (akentishceremony.com, akentishwedding.com,
akentishpartnership.com)
swattenden.org (Swattenden Centre Website)
thekmc.co.uk (Kent Mountain Centre Website)
turnercontemporary.org (Website)
tradingstandards.gov.uk/kent (Website)
CALM for Archives System (one component within the DSCALM suite)
EMeTAS
RT-PRO 2000 Reference Test
Spydus (Library's PC Booking System)
Smart Lock (Library Services)
Animal Movement Enforcement Sstem (AMES)
Lexis Nexus (Butterworths Electronic Textbooks)
Kent Act Registrations (Online registration for second hand dealers)
Vehicle Milage Checking System
Education Booking System (KAES EBS)
Food Surveillance System (FSS Net 3)

Abloads

AutoCad LT (versions 2008 - 2009)
AutoCad MAP 3D (versions 2008 - 2009)
Confirm Arboriculture (WAMS Module)
Customer Service Module (WAMS Module)
HIMS (WAMS Module)
Stree Lighting (WAMS Module)
Work and Asset Management System (WAMS)
Crashes (Web Based)
Msoft (Integrated Community Equipement Service)
Electronic local Government Information Network (eLGIN)
IceNet
Lighting Reality
SASPAC (Census Software)
SignPlot
Trace
Traffic Counts
Structures (Jacobs Database)
Transport Development & Land Use Database (TRICS)
Portable Antiquities Scheme Database (PAS)
Arcsoft Panorama maker 3
Auto desk Design review
Autoroute 12
CAD Viewer v7
Voloview express
ECO PC
Jacobs Environmental Monitoring Application (JEMA)
Kent Tourism Website
Urban Traffic Control Communications
WeBOS (UTMC Web Based Operator Station)
TMC Automatic Traffic Count Sites
Traffic Management Centre (Cutlas)
Urban Traffic Control (UTC)
Bus location / Real Time Passenger Information (RTPI)
CCTV for traffic monitoring
Variable Message Signs (VMS)
Automatic Number Plate Recognition System (ANPR)
Kent-Teach (Web Site)
Kent Trust Web
Kent Resource Directory for Childrens Services
CFE CPD online
Secure Kent Trust Web (Access by Login only)
Kent Learning Zone (KLZ) - MS Sharepoint collaboration infrastructure
Financial Management System (FMS)
Schools Information Management System (SIMS.net)

Appendix C

3rd PARTY SOFTWARE & SYSTEMS - Internal Hosting

Registration Services System (RSS)
Laboratory Information Management System (LIMS)
ANT - Auditor and Risk Assessor 3.54.164 (hand-held)
Norton Waugh Risk (Kent Scientific Services)
Norton Waugh Risk (Kent Trading Standards)
KCC Partnership Forum
Kent Drug & Alcohol Action Team (Web-Site)
Sage 50 Accounts 2008 (Key Training Services)
MAYTAS 3
Performance Plus
Enterprise
Interprise
The Raisers Edge
CALM for Records System (one component within DSCALM application)
NetLoan (Library PC Booking System)
WebSense Reporting
WebSense (ISA - Filtering Service)
Deep Freeze Enterprise
Authority Public Protection (APP)
i2 Anaylsts Notebook (ibase5)
KTS Prosecutions (Trading Standards - Legal Process Database)
Education Booking System (EBS - Only Printing is Hosted!!)
Careworks - RAISE (Web Version)
Saturn (Residential Care System)
Client Tracker
Pro-Achieve
Pro-General
EUNet - Telehealth (Viterion)
TCO Admin Roster
Swift
Trained Swift Users
Autotrack
Development Control Management System (DCMAN)
Mayrise (Streetworks)
Kent Messaging System (KMS - HIME)
Mailnow
Elgin
ArcGIS v9.1 - v9.2 (including ArcMap & Earth resource map)
ParkMap
Integrated Waste System (IWS)
Historic Buildings Sites & Monuments Records database (HBSMR)
Texbox
3C - Complaints system (Access database)

Countryside Access Management System (CAMS)
Content Management Server (CMS)
Authorisation of External Conference Attendance
Primary MFL (Modern Foreign Languages)
Work Schedule AST Outreach Database
Unaccompanied Asylum Seeking Children (UASC)
Partnership with Parents (PWP)
Self Assessment - CSAW (Web Based Access)
IMPULSE (Admissions and Transport)
FigTree
Blue Pumpkin (Impact 306 - Workforce Management - WFM - Forecasting & Scheduling)
Axis CPX Pensions
Contract (Education Contract Record System)
Conference Room Booking System (CABS)
Datatime for Schools Personnel Service (Datix)
Datatime for Commercial & Environmental (Datix)
Microsoft Visual SourceSafe (VSS)
TeamMate (Replacement for APACE)
Hornbill Supportworks
IDOX (Image Management System)
Atrium (PRISM)
NatWest Streamline Payments
MS CRM v 1.2
Respond CentrePoint

Appendix D

WEB APPLICATIONS, SYSTEMS & SERVICES

Static Content

kent.gov.uk/static

StreamUK

Content Management System

Dynamic Content (XML with XSLT)

A to Z

Councillor search

Explore Kent walk search

FAQ

Publications

Your Neighbourhood

Applications/Services

Adult Education (Externally Hosted)

Approved Premises (Marriage venues) - (Externally Hosted)

Birth, Marriage and Death Certificates

Blue Badge registration

Blue Badge Back Office

Care Jobs

Care Services

Children in Entertainment (CIE)

Clubs index

Committees (Externally Hosted)

Compliance Delegated

Compliance Non Delegated

Council Elections Public Site

Consultations

Contact details

Councillor complaints (Achieve Forms)

ISG Shop (ISG Shop)

Kentish Weddings (Externally Hosted)

Kent Car Share (Externally Hosted)

Kent Crime View

Kent Film Office

Kent Highway Services eFault

Kent School database

Kent Traffic and Travel

Kent Agreement 2

KNET Phone Book

KCC Preferred Contractors

Elections Database

Events list

Explore Kent map
Job search (Externally Hosted)
KASS Self Assessment
Kent Landscape Information System
Kent on Canvas (Externally Hosted)
Kent View
National Speed Awareness
Libraries and Archives forum
Library catalogue
Library search
Online Schools Admissions (OLA) (Externally Hosted)
Online Shop (KCC Shop)
OTIS
Outlook Web Access
Search engine (Externally Hosted)
Searchable Schools(ssd2)
Self Assessment
Supporting People
Webcasts of council meetings (Externally Hosted)
Kent Drug and Alcohol Action Team
Exploring Kents Past
Explore Kent