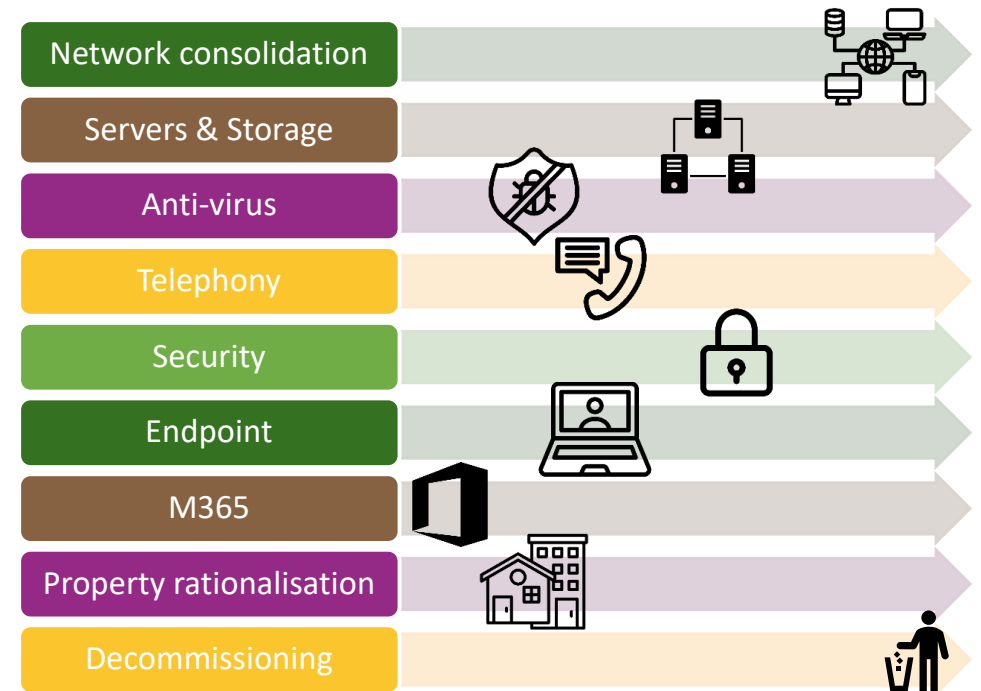


# **Appendix A Technology Consolidation**

February 2025

# Infrastructure - progress

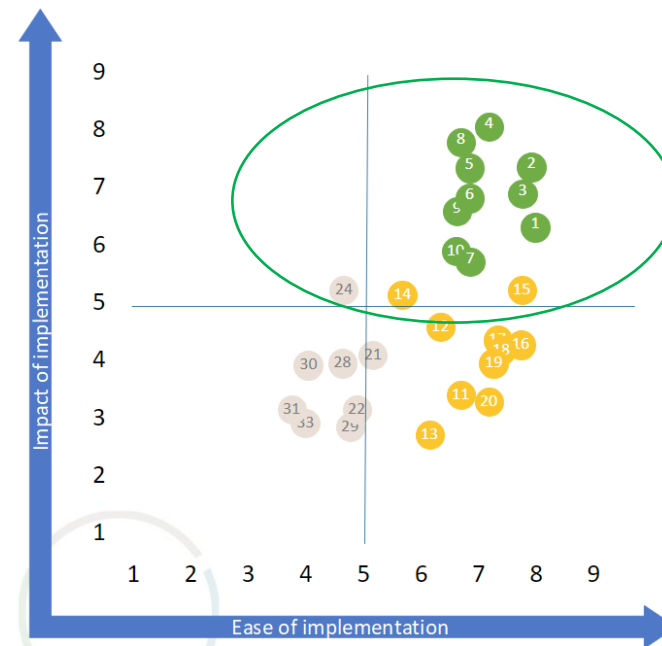
- NYC WIFI and central printing is in every building and Windows 11 migration on track. Over 40% of staff have been migrated already.
- ‘Real life’ testing is happening for the complex RDS connectivity (Planning and Revs & Bens complete).
- The security information and event management (SIEM) is in place monitoring for potential cyber-attacks.
- The SAN and DR migration is also on track, Selby and Scarborough are complete, Craven is 50%, Ryedale 75% and Richmond and Hambleton will be complete by June, Harrogate will then follow in Dec/Jan 😊



# Systems – the analysis

- The **green** blobs indicated an opportunity for tactical consolidation, these projects are now completed.
- The **yellow** blobs indicate projects that needed more people and process work before starting and these are now in progress.
- And the **brown** blobs indicated a requirement for much more service and process transformation to happen first, some of these have started..
- (details in next slides)

10 = High 0 = Low		Ease of Implementation						Impact of Implementation					
Service / System		Single Supplier / Contract simplicity	Data migratable / standardised	Outsource-able for speed / simplicity	Low systems integration/ complexity	Service priority / Commitment / Driver	AVERAGE	Staffing crisis	Political issue	High profile	Statutory service	Savings identified	AVERAGE
1	Service – System (example)	10	7	9	6	10	8.4	3	6	7	9	9	6.8



# Systems – Completed

Directorate	Completed
<b>Education and Social Care</b>	<ul style="list-style-type: none"> <li>• Youth Justice – CACI (Child View).</li> <li>• Online Assessments – Liquid Logic Portal</li> <li>• Music Services system replacement - EEPOS</li> </ul>
<b>HR, People, Pensions and regulatory services</b>	<ul style="list-style-type: none"> <li>• HR &amp; Payroll system – Zellis Resourcelink.</li> <li>• Dashboards and reports – Insight.</li> <li>• Training – In house system Learning Zone.</li> </ul>
<b>Highways, Transport, Property and Environment</b>	<ul style="list-style-type: none"> <li>• Property Asset Management – Concerto.</li> <li>• Fleet Management – Assetworks.</li> <li>• Onboarded Selby waste system and staff – Whitespace.</li> <li>• Fleet Telematics – Ctrack (now Inseego).</li> </ul>
<b>Customer, Revenues and Benefits, Legal and Technology</b>	<ul style="list-style-type: none"> <li>• IT Service Desk – iVanti.</li> <li>• Elections – Civica Xpress.</li> <li>• Committee Management – Civica ModernGov.</li> <li>• Legal Case Management – Iken.</li> <li>• Surveys – Snap.</li> </ul>
<b>Community Development, Planning, Housing and Leisure</b>	<ul style="list-style-type: none"> <li>• Planning Policy – Objective.</li> <li>• Homelessness system – 5 instances – MRI Jigsaw.</li> <li>• Onboarded Selby Leisure system – OpenPlay.</li> <li>• Brimhams Active</li> </ul>
<b>Finance</b>	<ul style="list-style-type: none"> <li>• Finance system – Oracle EBS.</li> </ul>

- We have completed a lot of the tactical and high urgency system consolidations.
- This wasn't painless, involved a great deal of compromise, and this year has involved some utilisation of W11 and RDS to help too.
- We learnt a lot during the first 18 months that we are applying no - such as agree data strategy before you start.

# Systems – In Progress (1 of 2)

Directorate	In Progress
<b>Education and Social Care</b>	<ul style="list-style-type: none"> <li>• Digital EHCP – To Be Determined (TBD).</li> <li>• CHC/S117 Finance Pathway – Controcc.</li> <li>• Digital transformation of care provider services – One Touch Health.</li> <li>• Market development plan – phase 2 – Care Cubed.</li> <li>• Launch of E-Brokerage system – Controcc / e-Brokerage</li> <li>• Outdoor learning booking system – TBD.</li> <li>• ASC06 – Develop the offer to unpaid carers – Liquid Logic Portal.</li> </ul>
<b>HR, People, Pensions and regulatory services</b>	<ul style="list-style-type: none"> <li>• Environmental Health, Licensing and Trading Standards – Civica CX [Sept 2025]</li> <li>• Zellis HCM fully Live [Dec 2025]</li> <li>• Disclosure and Barring service system [Oct 25].</li> <li>• HR/ESS Case management system TBD.</li> <li>• Recruitment system TBD.</li> </ul>
<b>Highways, Transport, Property and Environment</b>	<ul style="list-style-type: none"> <li>• Route Optimisation – TBD - Bartec, Routeware (Webaspx) or Whitespace.</li> <li>• Household Waste Recycling Centre permits – TBD.</li> <li>• Waste collection model – 4-day week collection. Single model – TBD.</li> <li>• Ancillary waste harmonisation – TBD.</li> <li>• Car Parking – TBD – Imperial.</li> <li>• Parks and Grounds – TBD.</li> </ul>

- The systems consolidations now in progress required the completion of restructures and operational service design prior to starting but are now underway.
- Some of these projects are largely being managed under the Service Convergence programme IT pillar, others are in Directorate transformation programmes and/or Customer programme.

# Systems – In Progress (2 of 2)

Directorate	In Progress
<b>Customer, Revenues and Benefits, Legal and Technology</b>	<ul style="list-style-type: none"> <li>• Revenues and Benefits - NEC [June 2025]</li> <li>• Customer Engagement Platform (CRM) – TBD – Netcall, Salesforce[2025]</li> </ul>
<b>Community Development, Planning, Housing and Leisure</b>	<ul style="list-style-type: none"> <li>• Library System – Civica.</li> <li>• Single Council House property asset management system – Planon.</li> <li>• Homelessness system – further 2 instances to be added to consolidated system MRI Jigsaw [Sept 2025]</li> <li>• Harmonised Housing allocations system – Civica [April 2025]</li> <li>• Single Gazetteer (LLPG) Management system for all Property Addresses – Idox iManage Cloud [Apr 2025]</li> <li>• Single Geographical Information Systems (GIS) - Esri ArcGIS [Mar 2025]</li> <li>• Planning and Building Control – Idox [Oct 2025]</li> </ul>
<b>Finance</b>	<ul style="list-style-type: none"> <li>• Payment system (Income Management) - CivicaPay.</li> <li>• BACS – PayGate.</li> <li>• Replacement Finance System - SAP S/4HANA [Mar 2026]</li> </ul>

- Some of this consolidation work is still considered tactical or interim because service priorities or savings delivery prioritise this work before foundational platforms (Finance and Customer) are complete. This work may need to be revisited in the future for the benefits to be fully realised.
- Dependencies are being very closely managed.

# Systems – Not Started

Directorate	Not Started
<b>Education and Social Care</b>	
<b>HR, People, Pensions and regulatory services</b>	<ul style="list-style-type: none"> <li>• Cemeteries – TBD - Bacas.</li> <li>• Risk Management and Performance – TBD - Pentana.</li> <li>• Document Management – TBD.</li> <li>• Insurance and Risk – TBD Pentana.</li> <li>• Volunteers' system – TBD.</li> <li>• Monitoring H&amp;S actions – TBD.</li> </ul>
<b>Highways, Transport, Property and Environment</b>	<ul style="list-style-type: none"> <li>• Single Waste System – TBD - Bartec, Routeware (Webaspx) or Whitespace.</li> </ul>
<b>Customer, Revenues and Benefits, Legal and Technology</b>	<ul style="list-style-type: none"> <li>• Community Engagement Platform – TBD – Commonplace.</li> </ul>
<b>Community Development, Planning, Housing and Leisure</b>	<ul style="list-style-type: none"> <li>• Single Council House repairs system – Civica CX, NEC or Planon.</li> <li>• Single Leisure Management system – TBD - OpenPlay, Gladstone.</li> </ul>
<b>Finance</b>	

- Some of the most complex (or lowest impact) system consolidations have not yet started.
- Work may be underway to scope this work, calculate potential benefits or to investigate options but at present none of this work is in delivery just yet.

# Design principles

At every opportunity we continue to articulate how important and cost effective it is to follow the principles of:

1. **Reduce** your number of systems and processes,
2. **Reuse** a system that you already have,
3. **Recycle** a system elsewhere in the organisation!

We do not buy something new if we have the functionality or capability in an existing system.



Reduce



Reuse



Recycle





# Programme plan:

Illustrative to show scale - activity is on track



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