

Councillor Davis requested a list of Key Business Applications for January's meeting. He also raised concern that the Council could be running various old systems behind the latest versions. He asked are we paying for everything we ran and are we going to have an unexpected unplanned bill for maintenance/software for equipment we are still running? The question would be asked of the ICT Manager and the reply would be circulated and published.

To help understand and answer the questions and concerns posed I have broken them out in to a separate list shown below.

Q1. A list of key business applications

A1. A list of key business applications is included below in appendix 1

Concern 1. Concern we are running various old systems.

Answer Concern 1. We have a plan we are implementing to upgrade the standard office systems used by all staff and this will be delivering a new desktop shortly.

Q2. Are we paying for everything we run?

A2. Yes. It should be noted we have some in-house developed products which may be developed further or replaced by an alternative commercial product at an appropriate time. All 3rd party line of business software applications are under supplier maintenance agreements.

Q3. Are we going to have any un-expected bills?

A3. No and possibly yes. It should be noted support for both windows 7 and 2008 r2 is being discontinued in January 2020. This means ICT will be engaged in projects migrating major applications from older server platforms to newer server platforms. In some cases this will incur consultancy costs from suppliers which we are unknown at this point in time, so some estimated costs will be included in the next Opex (operational expenditure) budget proposal. Additionally it is difficult to predict exact Opex costs for the next financial year because of external factors such as currency fluctuations because all IT is priced in US Dollars.

Appendix 1

AppName	AltName	Usage
Confirm	Confirm, South Bank Systems, Pitney Bowes	Waste Management, Grounds Maintenance
Uni-form	Uniform idox caps uni7	Planning, Building Control, EH and Licensing
Agresso	Agresso	Finance
Northgate Housing Live	Northgate Housing, SX3	Housing Management
IBS Open revenues	Civica revs council tax NDR benefits	Revenues and Benefits
Progress DB	open Revs DB	DB Server
ESRI	ESRI	GIS and Mapping
Keystone	Keystone workbench	Housing Asset Management and Asbestos register
Chipside	Chipside	Parking Fines and FPN's
IDOX - DMS	IDOX Document Management System	EDRMS
Civica ICON	Civica	Online/Telephone Payments, Income Management and Cashiers
Experian	BACS transfer	BACS DD and DC transfers
TIM	TIM	Telephone Reporting
Kalamazoo	Kalamazoo	Printing
Databox	Databox	Sub Rooms Ticketing
Gladstone	Gladstone mrm	Leisure Management
Oracle (UniForm)	Oracle (UniForm)	DB Server
Oracle (Housing) Live	Oracle (Housing)	DB Server
GRAVE (Abandoned Vehicles)	GRAVE (Abandoned Vehicles)	
Exacom	s106/CIL	
ARCIMS	ARCIMS	GIS mapping

Personal Security Register	Dangerous Dogs/People Database	
FOI Register	FOI Register	also Complaints
Advanced Legal	Legal Filing System live ALB ILB	case management
CSIV4	CSI	Customer services
AWI	NDL AWI	Robotics
Laserforms	LFM9	Legal forms
Umbraco Intranet	Intranet CMS	Intranet CMS
Umbraco Web	Web CMS	Web CMS
SQL Databases 2008r2		DB Server
SQL Databases 2012		DB Server
SQL Databases 2014		DB Server
Clik Service		Service scheduling
Xpress	Election Management	Election Management
Northgate Resource Link	NGA Arinso	HR and Payroll
Cognos Reporting		Reporting
Ecxcelsis		Performance Management
MITEL and CCM	Contact centre	Phone management