

Chief Executives Office and Customers & Communities

Recently Completed

- Surrey-i Consolidation with Find my Nearest - To complete a consolidation of Find My Nearest and Surrey-I. As an identified efficiency saving, these services can be consolidated into a single server that operates two separate workspaces.

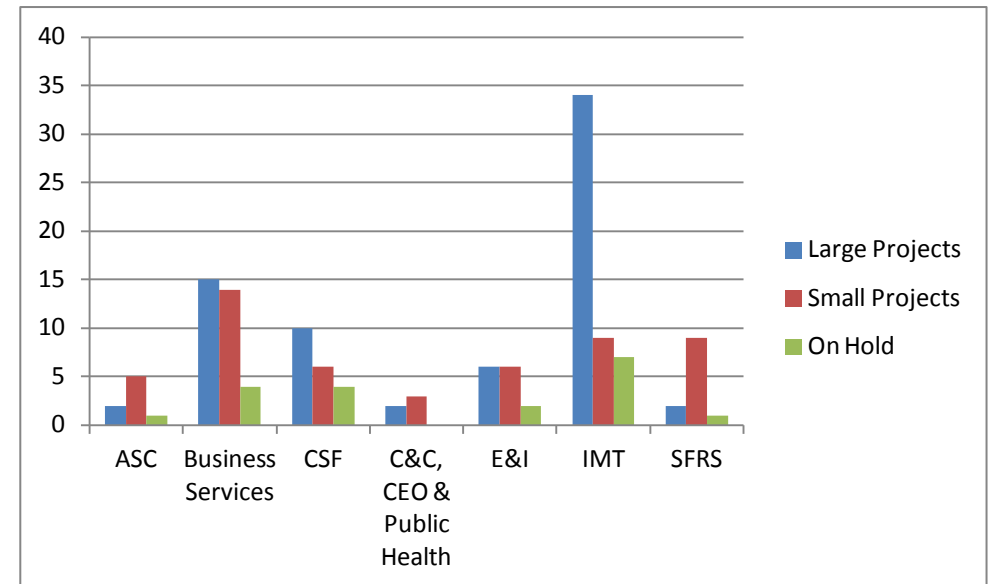
In Progress

- Achiever Upgrade - Upgrade of achiever call logging software for Shared Services, Legal duty Desk an HR Duty desk
- Enhanced Events Booking - To provide an in-house IMT developed Events Booking system to supplement the recently implemented Registrar's System, (ORBIT) which has limited functionality.
- Incident Management Programme - To provide the CEO Emergency Management Team's [EMT] with a web-based system to coordinate SCC's responses to incidents manage actions and provide an audit trail of those actions. To replace the current process, which is largely manual and paper based.
- Replace IGELs for Registrar - Registrars are experiencing major issues with the IGELs currently being used when registering births/deaths/marriages and so a more robust and fit for purpose solution which does not fail when working with the public is urgently needed.

IMT Projects Summary



Projects Delivery February 2016



110 projects are currently being delivered

***If you would like to obtain an electronic version of this brochure, please contact the 'IMT Customer Demand' via Lotus Notes.**

Modern Worker Implementation

In progress

- Email and Collaboration – To replace Lotus Notes email, calendar, contacts and instant messaging functionality with Microsoft Office 365.
- Replacement of Blackberrys – project to replace SCC's existing Blackberry estate with a new smart phone device.
- Print Management Solution – to implement a Managed Print Service (secure pull-print release printing and photocopying using multifunctional print devices) across 240 SCC sites.
- Device Refresh – Refresh of laptops and desktop PCs with laptops, Chromebooks devices, including procurement of devices, development of delivery processes, selection of supplier(s), delivery of devices etc.
- AD Implementation – 1) To improve the stability, availability and resiliency for end users and to ensure a consistent end user experience across the whole environment. 2) To provide enhanced integration with other councils by moving to a more commonly used identity and authentication platform based on Microsoft Windows. 3) Migrating to Windows Active Directory will enable SCC to run future Microsoft projects like RDS/Citrix and ADFS.
- WiFi Rollout – Guest, Corporate & PSN Roam WiFi rollout to Surrey sites.
- Security Review – Opening up s-net and SAP portal to home, tablet and smartphone access, opening some line of business apps for home working via tablets and smartphones, relaxing controls on some internet/social media websites - trust-based security , updated security e-learning to support new ways of working.
- Citrix Improvements - improving the stability and speed of our systems
- iGel Upgrade – a new, more modern look and feel for your login and desktop, introduction of single sign on.

Public Health

In Progress

- Public Health Database Procurement - SCC and East Sussex Public Health Teams require support from IMT during the procurement and rollout of a specialist database, which will be used for monitoring and managing Public Health contracts.

Adult Social Care

Recently Completed

- ASC I-drive Restructure –project requiring the I-drive to be restructured following the realignment of directorates which has taken place
- Integrated Care Teams (GP Surgeries) –The scope of this project is to determine and deliver the most suitable network and phone capability for SCC network access working with Virgincare (network provider at each site).
- SystemOne (SABP) access for SCC users – Mental Health Practitioners to be able to access SystemOne from their current IT equipment.
- ASC Provider Portal– Procure and implement a provider portal solution that enables ASC approved providers to access real time information regarding demand (support plans/package requirements) and ASC officers to access real time information regarding supply (provider availability, capacity, etc) to support them in making timely and efficient placements.

In Progress

- Adults Case Management System Replacement – replacing SWIFT with Liquid Logic.
- EDT Database for Recording Activities - The request is for a replacement system for the current call-logging database currently employed by the Emergency Duty Team (EDT). The current platform is an in-house development, created in MS Access 2000. As well as general stability issues that are affecting the EDT's ability to manage their workload, it lacks reporting functionality and the technology on which it is based is nearing end-of-life.
- Fostering & Adoption LCS - To have all Fostering and Adoption teams written records and documents captured electronically and held on one system LCS.
- Data Synchronisation – Child Protection – creating a timely and efficient process for sharing the Looked after Children (LAC) information contained in the social care system with the education management system (ONE).
- Data Synchronisation – Unique Pupil Numbers - The purpose of this project is to develop an interface between the education management system (EMS ONE) and the social care system (LCS); to allow for the automatic upload of unique pupil numbers into LCS.
- Automatic LAC Health Notification - The request is for an automatic notification to the teams of health nurses who perform the health checks of children.
- SSAB Secure Web Pages - The requirement is for there to be a secure section of the Surrey Safeguarding Adults Board (SSAB) webpages so information can be posted on securely ie. Only accessed by people who have been authorised to do so. The requirement for IMT is that they set up a secure section of the webpages where SSAB staff can post the large confidential and restricted documents.

- CSF Hub - To develop an Information Sharing and Management Solution for Children Schools and Families directorate, providing a tool to facilitate multiagency working, improved information sharing efficiency and early intervention across the directorate and potentially with partners.
- Electronic Social Care Record (ESCR) Children - The implementation of ESCR will assist in improvement of processes to manage Information Governance, and the development of processes required to achieve compliance for Information Access.
- Controcc Phase 2 - This next element to be implemented is the direct payments function. Following the successful implementation of this, it is then envisaged that Agency payments will be made through the contrOCC system.
- FEE (Free Early Education for Two Year Olds) & EYFE - The project objective is to develop and rollout a holistic I.T system that supports FEET and EYFE business processes as specified in the agreed user stories.

Surrey Fire and Rescue

In Progress

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- Primary Control Salfords - A new fire station and command and control centre is to be commissioned next to Redhill/Salfords.
- SFRS Vision 4 Upgrade - Vision is the Fire & Rescue Service software that supports the Operational 999 calls and this needs to be upgraded to v4.
- SFRS Workload Modelling Software – Procuring a sophisticated analytical Workload Modelling tool in order to model the impact of changes to resource or crewing deployments on the response times of the emergency service.
- SFRS Guildford Fire Station - part of building a fully functioning fire station, helping with the specification and delivery of IMT infrastructure from the main contractor that will support the IT equipment.
- SFRS Video Wall - install a fully functioning video wall in Salford Control room.
- SFRS Incident Command Unit – Removing previous system and re-position airwave radio. To upgrade Vector Command to enable one way data flow from Vision 4 into Vector Command. Vector Command PC located within ICU to be upgraded.
- SFRS Joint Command and Control Mobilisation Review - Project being lead by Surrey/Sussex Police. To review and assess possible singular mobilisation/dispatch system that can be shared and jointly used between Surrey/Sussex Police, Fire Service and other blue light agencies/neighbours.

Business Services

Recently Completed

- MeetingSphere pilot - the overall purpose of this project is to provide a pilot of Meeting Sphere in order to assess the overall demand of such a tool within SCC.
- Bi-borough Mobilisation - SCC have been successful in being nominated as the preferred supplier to run the pension payroll service for the bi borough councils.
- Auto Enrolment - Implementation of SAP AutoEnrolment system
- New Phoenix Youth Centre - A new Youth Skills Centre was built in Banstead, to be known as the New Phoenix Youth Skills Centre.

In Progress

- Jive Social Intranet - The project seeks to assess and roll out alternative social, collaboration and communication technologies to support a refresh of the existing intranet and allow for enhanced communication across the business and our partners.
- Open Data Platform – project to establish an open data publication platform for Surrey County Council and develop production and consumption of datasets.
- HR Case Management System - to deliver an HR-specific Case Management System to replace (and enhance) the current functionality offered by Achiever.
- Video Conferencing - the purpose of this project is to deliver video conferencing facilities within County Hall for use by senior management.
- Property Asset Management System (PAMS) - this system will support all areas of service delivery in EPM which directly affects the ability for front line services to deliver their services.
- Work Space Management System - to assist in project to scope options for workspace management system to support all aspects of Smarter Working, produce specification and source, including implementation of chosen system.
- Hybrid Mail – The project will be to implement a Hybrid mailing solution for key business processes within Accounts Payable and Account Receivable in order to align our processes, reduce cost and improve efficiencies.
- Nakisa Upgrade – upgrading the Nakisa organisational chart
- Residential Scheme Appraisal Toolkit – to implement a modelling tool that can take a range of variables on a given potential residential property development scheme to compare development scenarios.
- S&L Academy Invoicing Database - A Database to collate data on the increasing number of Services delivered to Academies that are charged for.
- Finance PVR - Follow-Up - This project is to close any outstanding issues identified from the Finance PVR project for the Finance Business.
- ePayslips – project to find a fit for purpose solution to offer payslips electronically to both our existing customers and potential new ones.

- Cisco Cloud Contact Migration - There are a number of helpdesks in operation within the council that currently use the BT Cloud Contact/Next Generation Cloud Contact (referred to as BTCC or NGCC) automated call distribution system.
- Good to MobileIron Upgrade - To identify Good iPads and upgrade with MobileIron. To identify all other devices with Good installed and propose approach for upgrade to MobileIron as further stages of the Good MobileIron upgrade.
- Supplier Network e-Invoicing Technology – SCC have joined up with ESCC to implement an e-Invoicing/Supplier Network solution to automate and reduce the paper from both our councils invoice payment processes.
- SAP Fiori – To implement a mobile solution for customers to submit travel expenses, approve travel expenses and approve leave requests.
- Onboarding of multiple Boroughs and Districts IT Infrastructure in to Surrey County Council's Data Centre.
- Temporary Agency Contract – Addecco – Setting up a new Temporary Agency's website URL, test that it works and decommission the previous Agency's URL (Manpower).
- eDBS Re-tender – project to implement a solution to manage the process of applying for DBS checks. The solution will automatically update our Human Resources (HR) systems with DBS data and outcomes, with the aim of reducing the Total Cost of Ownership (TCO) of the DBS process.
- ETCi for Shared Services - Due to the work that Shared Services is now doing with Partner, we need the ability to record how much time is spent on each customer to enable accurate charging and invoicing to take place.

Environment and Infrastructure

Recently Completed

- Highways IT Transformation - SCC Highways is commencing a wholesale review of the non-Corporate IT products and providers it uses for delivery of its services. These are broadly 3-fold and cover: Iteration or replacement of Software
- Workstation Solution for TRACC – IMT to build a data processing workstation.
- Tree Risk Assessment Survey GPS Replacement - Upgrade Arboriculture aging Trimble GPS Receiver to one which also utilises ground stations.

In Progress

- Yotta Horizon - Procurement of Highways Asset Management System "Yotta Horizon" solution that is able to collate all assets data and produce a holistic view in the mapping solution.
- Laboratory Management System (LMS) Upgrade- A new server, which will improve mobile working as this is a Web based solution.
- CAMs and SMR / HBSMR - The requirement for this work is Similar to and closely linked with that for the Highways defect reporting. The work entails an interactive map for customers to log right of way faults / defects.

- Surrey Monuments Records – The outline requirement of this solution is the replacement of the History Centres: Historic Buildings, Sites and Monument Record (HBSMR) system.
- Self Service Addition to Van Permit Application - The Main purpose of this project is further develop the on line application process for van waste permits.
- Workstation Solution for County Transport Model - To provide E&I Transport Studies Group with remotely hosted access to OmniTrans by DataMobility., Highways Service Video Conferencing Facilities - As part of the ongoing development of the property strategy and interim arrangements to implement new ways of working within the service, a study has identified the need and benefits that access to professional video conference facilities could deliver.
- OmniBus Upgrade - To upgrade the existing application to the current, supported version.
- Travel SMART Journey Planner 2015 - The application of a number of bug fixes and enhancements to the Journey Planner by the developers Steer Davis Gleave.
- Informate/ETCi Re-design for E&I - Redesign and implementation of E and I code structure, cost and charging, reports and personnel structure

Children Schools and Families

Recently Completed

- Children's Service iPad Rollout – Project working on the deployment of over 600 iPads to the Children's service.
- Youth Centre Upgrade - To provide a standard hardware and software platform for Surrey's Youth Centres. These devices are for the use of Surrey young people and not staff devices.

In Progress

- LADO Database - Working on a secure method of data management for maintaining information on the actions of adults who work with children in Surrey.
- Fostering & Adoption LCS - To have all Fostering and Adoption teams written records and documents captured electronically and held on one system LCS.
- eCAF - The eCAF (electronic Common Assessment Framework) project aims to meet the requirements for effective assessment of need for Early Help. The project aims to deliver an electronic solution that replaces the current As-Is paper-based CAF process.
- Online Infographics Application - request is for an Infographics application to better pictorially communicate complex information.
- Participation Database Evaluation - To provide a briefcase module that will allow secure access to information regarding the youth they work with.
- Youth Technical Services - A case management and electronic record system to both plan, record and review the assessment, planning and intervention of young people.