

Capital Plan Post Implementation Review

Service:	Corporate Services – Information Technology Initiatives
Scheme Title:	Replacement Revenue & Benefits Document Management System.
Scheme Description:	A standalone system for Revenue and Benefits is required outside the corporate document management system. The existing system is now out-of-date and no longer supported.
Evaluation:	Finance, Innovation and Property Advisory Board January 2015.
Capital Plan Year(s)	2015/16
Approved budget	£60,000 to be met in full from Government grant.
National Priorities	None
Local Priorities	Improving efficiency and resilience of services (former corporate priority).
Targets for judging success:	Implementation of a PSN (Public Services Network) compliant document management system for Revenue and Benefits.
Completion date (work completed):	January 2019
Completion date (final payment):	January 2019
Projected date for post implementation review:	Six months after completion.
Final cost:	£54,679 offset by £50,129 Government Grant.
Performance against National and Local Priorities and Targets:	The existing system was out of date and no longer supported, and as such could not be kept up to the required PSN standards. The implemented system is PSN compliant and allows document retention policies to be applied, ensuring compliance with GDPR. The system also includes tools to get much improved management information allowing more effective performance management and management of priorities in staff teams. The system includes an element of customisation allowing the way documents are stored and distributed to be modified without the need for additional external support. The fact that the Revenue and Benefits Section has continued to provide an excellent service in some of the most challenging times is testament to how the new system has supported staff to work more flexibly whilst maintaining efficiency.
Budget performance / Value for money:	Scheme completed within original budget. A proportion of the expected Government grant was used to support a similar scheme for Housing.
Other performance / procurement issues:	None
Ongoing / Outstanding issues:	None