

LONDON BOROUGH OF BRENT

MEETING OF THE EXECUTIVE

22 SEPTEMBER 2003

REPORT FROM THE DIRECTOR OF FINANCE

FORWARD PLAN BFS/58

MIGRATION OF NATIONAL NON DOMESTIC RATE IT SYSTEM

1. SUMMARY

- 1.1 The Revenues & IT Contract with Capita commenced on 1 May 2003. This contract covers Council Tax and NNDR administration and the provision of IT for Council Tax, NNDR, and Benefits.
- 1.2 As part of Capita's bid for this contract they stated that they would migrate the Council's NNDR IT system from the current ICL (Anite) platform to Academy.
- 1.3 This report gives details of this proposed migration.

2. RECOMMENDATION

- 2.1 The Executive is requested to note:

The Project Plan (Appendix 1) and
The Council's User Acceptance Document (Appendix 2)

3. FINANCIAL IMPLICATIONS

- 3.1 The costs of the migration are included within the Capita contract price and there is not therefore expected to be any significant further costs for the Council to bear arising from this project. The only known exception to this is that the Council will be liable to pay any costs associated with required changes to the Council's cash receipting system (Spectrum), estimated to be between £2,000 and £5,000, and which can be met through existing resources.

4. STAFFING IMPLICATIONS

- 4.1 There will be some staff resource required from the Council's client team, as they will be involved with testing the new system and reconciling data between the old and new systems. Capita staff will carry out the bulk of the migration work and the cost of this is already included within their contract price.

5. LEGAL IMPLICATIONS

- 5.1 There are no specific legal implications arising from this report except the contractual provisions relating to deduction and termination which are highlighted in the body of the report.

6. DETAIL

- 6.1 Until 1999, the Council Tax, NNDR, and Benefits systems were all on the ICL mainframe platform. In July 1999, at EDS's initiation, and with the Council's agreement, the Council Tax and Benefit systems were migrated to First Software (now called SX3) Unix platform. At that time, the intention was also to migrate NNDR to First Software a few months later. However, as EDS and Council officers were not satisfied with the technical quality of the First NNDR Software, this project was stopped.
- 6.2 Anite subsequently took over the ICL NNDR product and have guaranteed to support it until 2007, although there is some uncertainty about the future support of the product after that date.
- 6.3 Capita own the Academy system, and about 80 Boroughs already operate this product for NNDR. Capita run eight borough's NNDR contracts(including Brent's) from their business centre in Bromley, and all of them apart from Brent and 1 other small authority use the Academy software. Capita has previously managed system migrations from the Anite NNDR system to the Academy application, so there is a proven methodology and staff involved will have relevant expertise. This should reduce the operational risks involved in such a migration.
- 6.4 It is understandable therefore that Capita proposed the migration to Academy in their bid. The specification, bid, and terms and conditions constitute the overall contract. Capita included in their method statement as part of their bid a proposal to migrate the NNDR IT system to the Academy system. This method statement forms part of the contract and the terms and conditions require Capita to provide the service in accordance with the method statements. Officers are generally in favour of the migration, providing all the requirements of the User Acceptance Document (Appendix 2) are met. The advantage to Brent is that the NNDR system will be on more up to date software, with a more secure future from a support perspective.
- 6.5 The project plan is attached at Appendix 1. The main stages are;
- Hardware (Unix Box) installation and testing.
 - Staff Training.
 - Software Testing
 - Document Production

- Production of Reports
- Testing of System Interfaces
- Data Cleansing
- Data Mapping
- Trial Conversion
- Live Conversion
- Reconciliation of migrated data
- Sign Off

The Council's auditors are being consulted on the above and back up procedures. The current plan is to closedown the existing NNDR system for migration on 1 November 2003 and go live on the new system from 17 November 2003. During this closedown period, the Anite system will be available for view only access. This will enable telephone enquiries to continue to be dealt with. All telephone enquiries are taken by the Capita NNDR team at Bromley. The duration of the closedown period is currently under review and attempts are being made to reduce this period to minimise any potential service impact.

- 6.6 The User Acceptance Document is attached at Appendix 2. This details how Brent client officers are involved at each stage of the migration process and ensures that the Council is satisfied with and signs off each of the following:

- System Functionality
- Validation of migrated data
- Reconciliation of system
- Parameters
- Documents
- Interfaces
- Reports
- Procedures
- Publicity
- Data Cleansing
- Contingency Plans
- Resource Plan

- 6.7 The NNDR system holds about 7,000 live accounts and all the historic data currently held on the Anite system (ie.10 years of historical data) will be migrated. The Anite mainframe currently used is based in Warrington, and Capita have a 1-year agreement with Fox IT to support this. The Academy Unix Box for the new system will be based at Capita's offices in West Malling, which is where the Unix Box already holding Brent's Council Tax and Benefit data is held.

- 6.8 The current Anite system will be kept available as a contingency until at least 30 April 2004. If for any reason the migration failed, we could revert back to the Anite system. Should the migration proceed but any

problems pursuant to it result in the service standards diminishing or the collection rate falling, then Capita will be subject to financial deductions for lost interest borne by the Council and for the reduction in service below the standard specified. Should collection fall more than 3% below target, the Council will be entitled to invoke contract termination proceedings.

- 6.9 Brent will hold the software licences for Academy and these will remain with Brent at the end of the contract. The contract is for 5 years with an option to extend for a further 3 years.

7. BACKGROUND INFORMATION

- 7.1 Project Risk Log
Specification for Conversion
Project Initiation Document

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