

## 1 THE BUSINESS DOMAIN

The 'Business' Domain describes the organisational structures of Castle Point and each department's operational responsibilities. Any core changes in external influencing factors that may impact operations going forward have been documented where raised by the business. Descriptions of operational responsibilities are given for each lower level Department only as the higher level structures represent operational management only.

### 1.1 COMMUNITY SERVICES AND LEISURE

#### **Key Functions:**

The Leisure and Community Services Team operate Waterside Farm Leisure Centre and Runnymede Pool.

They perform the following core processes:

- Membership Management
- Marketing of Services and Facilities
- Facilities Management of the two locations (mix of their effort. Facilities within the council and private contractors, but in the main done by the team)
- Working to promote and improve health and wellbeing with external partners (example NHS)
- Training Centre (There are plans to provide various training courses in the near future)
- Retail provision of goods and drinks (coffee bar)

#### **New Market Pressures:**

- The Leisure Centre has been refurbished and is proving very popular. The number of licenses available to staff is 10 and this is proving problematic. An additional 2, 3 licenses would allow all required access to staff at busy times.
- The investment in the Leisure Centre needs to be maximised. Marketing activities will target income generating activities. The team acquired Adobe Creative Suite version 6 in order to produce marketing materials. A new Wireless network and 50MB Fibre link have been put in place at Waterside Leisure Centre to ease bandwidth issues and provide customer Wifi.
- With the increased usage of the Leisure Centre any downtime of systems has an increased impact. Manual procedures can be adopted when a system fails but data has to be manually entered later. Currently there is no IT evening/weekend support provided by Capita.
- Retail sales are now being made (membership, coffee, goggles). Currently the Gladstone System has no stock management capabilities. If sales grow a stock management solution may be required.

#### **Applications used:**

- MS Office 2007 (Word, Excel, E-Mail, Outlook)
- Terminal Services
- Castle Point Website
- Castle Point Intranet
  
- PRAXIS42

- VINE
- Staff Leave (Intranet)
- BACS AEP Paygate
- CIVICA ICON On-Line Payments
- eFinancials
- ePROC
- Intranet Requisition Request solution
- Gladstone Membership Management
- Building Management System (BMS)
- TRP Attendance Management Solution
- Social Media (Facebook and Twitter)

## 1.2 CONTRACT MANAGEMENT AND STREET SCENE

### Key Functions:

Street cleaning and the maintenance of parks and open spaces are contracted out to a private provider Pinnacle.

The Contract Management & Street Scene Team undertakes the following core operations:

- Performance of Street Inspections and grading
- Serving notices of issues to the contractor(s) (After discovery during inspection or reported by the public)
- Tracking notice resolution and calculating penalties
- Performing Vehicle Searches (abandoned vehicles and crime case investigation)
- Investigating environmental crimes (evidence and case passed to legal to take action)
- Validation of Fees for Cemeteries (Outsourced to Basildon but spreadsheet and cheque validated and processed by Castle Point)
- Compilation of road mileage and open space area for contract payment terms
- Cemetery payment validation (Cemetery administration is outsourced to Basildon)

### New Market Pressures:

- Street cleaning and park maintenance is outsourced to a private provider. Monitoring performance and communicating incidents is performed manually. This is an administration overhead. An application based in the cloud, where information could be shared and updated, would improve efficiency. Potentially a SharePoint or Open Source application could be used.
- Basildon administers all Crematorium activities on behalf of Castle Point. This is administered via a spreadsheet which is e-mailed to Castle Point for validation of charges. Again this is a very manual process. Potentially a SharePoint or Open Source application could be used.

### Applications used:

- MS Office 2007 (Word, Excel, E-Mail, Outlook)
- Terminal Services
- Castle Point Website
- Castle Point Intranet
- PRAXIS42
- VINE
- Clearskies (Used by Basildon to manage Cemetery activity no access for Castle Point)

## 1.3 ENVIRONMENT OPERATIONAL SERVICES

Environment Operational Services breaks down organisationally into four sub departments:

- Environmental Rangers
- Waste Management / Vehicles
- Building Cleaning
- Parking

### **Key Functions:**

- Management of Refuse and Recycling Vehicles (asset management and maintenance)  
Collection and Disposal of Rubbish and Recycling (Household, Trade and Bulky Items)  
Financial Management of rubbish Disposal and Recycling
- Procurement of all Environment materials (Vehicle Parts, Uniforms, Tools...)
- Refuse and Recycling staff time sheeting
- Invoicing and Payment Management of contractors
- Management of Open Spaces, Sports Pitches allotments
  - Inspections and maintenance
  - Facilities booking
- Provision of cleaning services for buildings and open spaces (playgrounds, buildings, public toilets...)
- Maintenance of Car Park Facilities (Surfaces, Ticket Machines, Signage). Parking Enforcement and appeals is outsourced to South Essex Parking Partnership at Chelmsford.
- Reconciliation of Ticket Machine takings collected by Jade Security Services Ltd (Cash collection is outsourced to Jade Security Services Ltd)

### **New Market Pressures:**

- Car parking activities in the main are outsourced to Jade Security Services Ltd and South Essex Parking Partnership. Cash collection reconciliation is very manual. Improved automation of this process would deliver efficiencies. Jade Security Services Ltd should be consulted and a better solution sought.
- Car parking ticket machines in operation are relatively new. They facilitate cashless parking by credit/debit card but not by mobile phone.
- Vehicle Management activities are very manual. The majority of information being managed by data in spreadsheets. Castle Point is considering offering vehicle maintenance services to the open market. This venture into private enterprise may require the implementation of management systems.

### **Applications used:**

- MS Office 2007 (Word, Excel, E-Mail, Outlook)
- Terminal Services
- Castle Point Website
- Castle Point Intranet
- PRAXIS42

- VINE
- eFinancials
- ePROC
- Intranet Requisition Request solution

## 1.4 ENVIRONMENTAL HEALTH

### Key Functions:

- Food Safety
- Occupational Health and Safety
- Environment Protection
- Private Sector Housing
- Communicable Disease Control
- Licensing
- Pest Control Services.

Within these domains the Team:

- Performs proactive inspections
- Investigates complaints
- Prepares cases for prosecution (by Legal)
- Validates / verifies status
- Performs environmental monitoring
- Undertakes project based work
- Performs research and administration
- Delivers Pest Control services

### New Market Pressures:

- None

### Applications used:

- MS Office 2007 (Word, Excel, E-Mail, Outlook)
- Terminal Services
- Castle Point Website
- Castle Point Intranet
- PRAXIS42
- VINE
- CIVICA ICON
- eFinancials
- IDOX Uniform EH Module
- GGP
- RIAMS
- Local Law (website)

- Express (addresses looked up)
- Ferret
- ELMS
- Noise Analysis Software
- Air Quality Software and Hardware

## 1.5 ENVIRONMENT MARKETING AND ADMINISTRATION

### Key Functions:

- Finance and Procurement (Raising POs, Invoices, authorising payments and managing budgets).
- Manage Environmental Health (EH) service requests via LAGAN/UNIFORM and work instructions to staff and contractors
- Run various EH reports (UNIFORM and SQL)
- Enter EH Inspection reports carried out by inspectors
- Process Temp Events Notices and Licenses (ELMS)
- Open Spaces and Sports Field Booking management
- Manage Hall Bookings (Events and Weddings)
- Marketing Facilities and produce marketing materials
- Support for Street Scene

### New Market Pressures:

- Provision of Halls and open spaces to the public generates revenue. Environment wish to increase their marketing efforts to increase revenue. An Adobe set of creative software would allow the department to produce better materials. This software is currently being investigated.

### Applications used:

- MS Office 2007 (Word, Excel, E-Mail, Outlook)
- Terminal Services
- Castle Point Website
- Castle Point Intranet
- PRAXIS42
- VINE
- CIVICA ICON Online Payments
- eFinancials
- ePROC
- Intranet Requisition Request solution
- ELMS
- Adobe Creative Suit (Marketing)



## 1.6 LEGAL SERVICES

### Key Functions:

- Provision of Legal advice
- Drafting documents, agreements and reports
- Asset management (Land) including all deeds
- Management of the Contracts database (All contracts also stored)
- Finance work (internal and external for revenues)
- Performing prosecutions (Housing, Environment, Planning, Benefits)

### New Market Pressures:

- Central Government's changes to Benefits leading to more internal consulting on the matter. Challenges are being made by the public.
- LEXCEL accreditation being sought (Quality mark) to enhance the service. Legal services are provided to the open market to gain revenue. The Quality Mark will help promote this service.

### Applications used:

- MS Office 2007 (Word, Excel, E-Mail, Outlook)
- Terminal Services
- Castle Point Website Castle Point Intranet PRAXIS42
- VINE
- eFinancials
- ePROC
- GGP
- Visual Files Legal Case Management
- GCSX Secure mail
- Legal Access Databases (106s, Land Registry, Deed of Nominations and File References)
- Westlaw (website)
- PLC (website)
- Intranet Contracts Database (SQL Server)

## 1.7 AUDIT

### **Key Functions:**

The Audit Team is responsible for ensuring the Council's Governance, Risk Management and Control Framework is functioning adequately and to legislative standards. An Audit Action plan is agreed, its activities prioritised by calculated risk to the Council. Some areas such as "Finance" is audited annually other areas are audited on a less regular schedule based upon need.

The Audit function for Castle Point is delivered by Southend Council staff through a partnership arrangement.

### **New Market Pressures:**

- Southend's Audit function has started to use IDEA. This software allows data interrogation and matching. It is not currently used by this team to service Castle Point. It may be of benefit. If it was to be used a cost could be incurred. A review of the benefits of using IDEA should be undertaken.

### **Applications used:**

- MS Office 2007 (Word, Excel, E-Mail, Outlook)
- Terminal Services
- Castle Point Website
- Castle Point Intranet
- PRAXIS42
- VINE
- APACE
- IDEA

## 1.8 GOVERNANCE / ELECTIONS

### Key Functions:

- Production of meeting agendas and minutes
- Support to:
  - Elected members
  - Leader of the Council
  - Mayor
  - Chief Executive
  - Strategic Director and Monitoring Officer
- Corporate Communications and Media
- Corporate Complaints / Local Government Ombudsman
- Managing FOI requests
- Registration of Elections
- Organisation/Running of Elections

### New Market Pressures:

- CMIS solution is being implemented.

### Applications used:

- MS Office 2007 (Word, Excel, E-Mail, Outlook)
- Terminal Services
- Castle Point Website
- Castle Point Intranet
- PRAXIS42
- VINE
- CMIS
- Express Elections
- ADLM Data Tool
- eFinancials

## 1.9 REVENUES

### Key Functions:

- Billing and Collection of Local Taxation (Council Tax and Non-Domestic Rates Collection) and HBOP collection
- Collection of miscellaneous income for all internal departments (Sundry Debtors); administration of periodic income and invoice administration on behalf of Revenues and Benefits
- Collection of Housing Rents
- Administration of direct debits, income, cash transfers and balances, reconciliations and suspense

### New Market Pressures:

- Business Rate Retention – currently 40% of business rates collected is retained by the authority which will rise to 100% in 2020. Managing potential losses on appeals and maximizing revenue opportunities through identification of missing or undervalued rateable premises. Further challenged by an increase in rate avoidance schemes. New Revaluation List taking effect from 2017 combined with a new transitional relief scheme and government agenda to simplify business rate bills
- Pressure to maintain collection rates on Council Tax since the introduction of the Local Council Tax Support scheme and funding agreement with Essex County Council against a backdrop of welfare reform.
- Transformation Project to increase self serve by customers through use of new automated technology reducing in costs of running service..

### Applications used:

- MS Office 2007 (Word, Excel, E-Mail, Outlook)
- Terminal Services
- Castle Point Website
- Castle Point Intranet
- PRAXIS42
- VINE
- CIVICA OPENRevenues
- eFinancials
- OHMS Tenancy Management Solution
- GCSX Secure Mail
- CIVICA ICON Online Payments
- LoCTA
- CIVICA OpenAccess

## 1.10 LAND CHARGES

### **Key Functions:**

- Performance of Local Authority Searches (LAS)
- Performance of Personal Searches
- Report Production
- Invoice processing for LAS charges
- Provide Document Copies (Completion Certs...)

### **New Market Pressures:**

- None currently but a rise in the housing market would increase the number of searches being requested.

### **Applications used:**

- MS Office 2007 (Word, Excel, E-Mail, Outlook)
- Terminal Services
- Castle Point Website
- Castle Point Intranet
- PRAXIS42
- VINE
- eFinancials
- GGP
- IDOX Uniform Land Charges module
- NLIS (National Search Portal)

## 1.11 First CONTACT

### Key Functions:

The First Contact Team provide first Line Contact support to the public via the phone and in person at reception. Services are provided to the following functions:

- Planning
- Environmental Health
- Environment Street Scene
- Environment Refuse & Recycling
- Environment Hall Booking
- Benefits (All)
- Revenues (Council Tax)
- Housing (Homelessness)
- All other services via General Reception and Switchboard

### New Market Pressures:

- Castle Point is considering the value of a "Citizens Portal". 1<sup>st</sup> Contact currently manage contacts, using the LAGAN CRM solution. A Portal may or may not include this technology solution. An increase in online transactions would potentially allow the reduction of 1<sup>st</sup> Contact headcount.

### Applications used:

- MS Office 2007 (Word, Excel, E-Mail, Outlook)
- Terminal Services
- Castle Point Website
- Castle Point Intranet
- PRAXIS42
- VINE
- LAGAN CRM
- Crystal Reports
- Spearhead Online Forms
- CIVICA OPENRevenues
- CIVICA ICON Online Payments
- eFinancials
- Uniform EH Module
- GGP
- eXpress Elections (address lookup)

## 1.12 HOUSING

### Key Functions:

- Tenancy Management
- Estate Management
- Repairs and Maintenance
- Asset Management (Program and Capital works)
- Procurement
- Resident Engagement
- Housing Applications
- Contract Monitoring

Operations that are relating to Contract Management, Repairs, Maintenance (Programme and Capital) and major service procurement is contracted out to South Essex Homes (SEH). SEH procure and manage service contracts on behalf of Castle Point. The department also manage non- technical and minor housing related contracts.

### New Market Pressures:

- Management of the housing estate is contracted out to SEH. However the systems used by SEH cannot be accessed by Castle Point. Increased access to information should be negotiated. For example the Asset Register cannot be viewed or updated. Covalent is used to jointly track milestones and KPIs.

### Applications used:

- MS Office 2007 (Word, Excel, E-Mail, Outlook)
- Terminal Services
- Castle Point Website Castle Point Intranet PRAXIS42
- VINE
- Abritas
- Glasscube (web service)
- Survey Monkey (web service)
- APEX (Operated by SEH)
- Homeswapper (web service)
- OHMS Tenancy Management
- EFinancials
- LAGAN CRM
- Infomaker
- Sky Guard (Web service lone worker service)

## 1.13 HOUSING OPTIONS

### Key Functions:

- Prevention of homelessness
- Provision of accommodation for the homeless.
- Providing housing advice and assistance

### New Market Pressures:

- Increasing market rents
- Homelessness Reduction Bill
- Lack of affordable housing in both private and social sector

### Applications used:

- MS Office 2007 (Word, Excel, E-Mail, Outlook)
- Terminal Services
- Castle Point Website
- Castle Point Intranet
- PRAXIS42
- VINE
- Abritas
- LALLY Database (view only)
- Efinancials
- OHMS
- Civica
- Lagan CRM



## 1.14 BENEFITS/ DEVELOPMENT CONTROL

Benefits and Development Control are sub departments of the Community Support organisational structure. For clarity their descriptions have been combined as they work very closely together.

### **Key Functions:**

- Evaluating applications
- Approval or rejection of application.
- Benefit reviews (age changes or changes in circumstances)
- Payment of Benefits (multiple ways)
- Performing BACS payments (Council Wide Service, Revs and Bens, Suppliers, Leisure)
- Management of Direct Debits (Revs and Bens and Leisure)
- Recovery of overpayments or recovery of incorrect benefit payments
- Financial reconciliation
- Claimant communications
- IT Support of CIVICA OPENRevenues

### **New Market Pressures:**

- There is significant business change within the world of Benefits driven by Central Government policy. This change is putting additional pressure on the service as process and systems changes are implemented.

### **Applications used:**

- MS Office 2007 (Word, Excel, E-Mail, Outlook)
- Terminal Services
- Castle Point Website
- Castle Point Intranet
- PRAXIS42
- VINE
- CIVICA OPENRevenues
- Data PA BI
- BACS AEP Paygate
- CIVICA ICON Online payments
- Victoria Forms
- eFinancials
- DWP Secure Access (CIS)
- GGP
- Civica Portal (Citizen account access)

## 1.15 FINANCE

### Key Functions:

- Annual revenue and capital budget setting for the council (including involvement in efficiency savings programme)
- Annual Closure of accounts and publication of Statement of Accounts
- Monthly Revenue and Capital Budget Monitoring
- Provision of payroll services (via SLA outsource via Rochford Council)
- Bank Account and Funds Management
- Management of the E-Financials solution (Accounts Receivable/ Debtors module managed by Revenues service, E-Procurement module managed by Facilities)
- Payment Processing (Suppliers weekly, Housing Benefit 2 x weekly, CT and Rates weekly)
- Provision of general financial advice and support
- Processing of Returns (Central Gov and Others) Example (grant Claims)
- Process financial aspects of housing (Right to Buy, Leaseholder Service Charging)
- Capital Accounting for the Council's Fixed Assets

### New Market Pressures:

- Automation of financial feed from OHMS Housing solution to eFinancials Finance Solution will reduce operational administration.

### Applications used:

- MS Office 2007 (Word, Excel, E-Mail, Outlook)
- Terminal Services
- Castle Point Website
- Castle Point Intranet
- PRAXIS42
- VINE
- BACS AEP Paygate
- eFinancials
- Business Objects BI
- ePROC
- Asset Manager.net
- Lloyds Link (Alternative for Co-Op)
- Government Gateway HMRC VAT
- HMRC Online Services

- [Logasnet](#)
- [Mybusinessbank.co.uk](#)
- [SunGard Investment Portal](#)
- [UKLocaldealing](#)

## 1.16 HUMAN RESOURCES

### Key Functions:

- Recruitment
- Processing Variations to Contracts
- Employee Relations Casework
- Sickness Management
- Liaisons with Occupational Health
- Disclosures and Barring Checks (employees)
- Corporate Training Plan Management
- E- Learning Provision
- FOI Request processing (HR Related data requests)
- Processing Data to Payroll
- Management of the HR Policies and Handbook
- Management of Establishment Information
- Performance of Investors in People Assessments
- Management of Equality Data and participation in the Equality Working Group

### New Market Pressures:

- None.

### Applications used:

- MS Office 2007 (Word, Excel, E-Mail, Outlook)
- Terminal Services
- Castle Point Website Castle Point Intranet PRAXIS42
- VINE
- eFinancials
- Intranet Requisition Request solution
- First Care Sickness Portal
- Team Spirit (Rochford's payroll solution)

## 1.17 FACILITIES MANAGEMENT

### Key Functions:

#### Facilities Management & General Administration

- Office Building Management System(BMS)
- Caretaking service
- DX mail collections & delivery
- Mail handling and distribution (non-specific service marked post)
- Production of weekly out of hours services contact sheet
- Central office stationery, printing and photocopying recharges

#### Emergency Planning & Business Continuity

- Corporate Emergency Planning (EP)
- Corporate Business Continuity planning (BC)
- EP &BC training & exercising
- EP & BC internal and external promotion
- Emergency Control Centre day to day Management

#### Health & Safety

- Corporate Health & Safety (H&S) advisory guidance
- Development of corporate H&S policies & procedures
- Asbestos register and management & monitoring of statutory inspections for corporate buildings
- H&S training arrangements
- H&S audits & inspections
- H&S incident reporting systems administration

#### Procurement & Purchasing

- Central Office procurement, purchasing & invoice processing for vending machines, washroom services, and stationery
- e-Procurement & e-Portal system administration, training & development
- Procurement information & guidance on Intranet/website
- Supplier system administration
- General Procurement support
- Gas, electricity, water & sewerage utilities contracts management & invoice processing and monitoring
- Mobile & landline telephone contracts management & invoice processing (EE) & Daisy.

## **Reprographics & Audio visual**

- Webcasting of Council meetings
- Assistance with audio/visual equipment
- Desktop publishing
- Printing jobs management

## **Asset Management & Sustainability**

- Corporate asset management plan production
- Technical advice on corporate property maintenance
- Corporate buildings annual planned maintenance
- Corporate buildings statutory inspections & primary plant cyclical maintenance
- Assistance in Building/Land/Drainage surveys
- Office Space planning and desk moves
- Energy audits to corporate buildings, Display Energy Certificates & sustainability initiatives
- Financial management of corporate buildings Planned Preventative Maintenance programme

## **New Market Pressures:**

- None.

## **Applications used:**

- MS Office 2007 (Word, Excel, E-Mail, Outlook)
- Terminal Services
- Castle Point Website
- Castle Point Intranet
- PRAXIS42
- VINE
- eFinancials
- ePROC
- Intranet Requisition Request Solution
- Public I
- Intranet Facilities Task Request Solution
- Intranet Staff Leave Solution
- NET2 Door Entry System
- EELGA Contracts Web Service

- Procurement Agency For Essex (website)
- BMS TREND (Main Building)
- Digidat Web Solution
- Huddle ECFRS Portal
- Health and Safety Reporting Solution
- Health and Safety Synopsis Tool
- Corporate Properties Asbestos Register
- Potentially Violent Persons Database
- Adobe Creative
- Crimson (web service)

## 1.18 REGENERATION

### **Key Functions:**

- The core function of the Regeneration Team is to work with partners to promote, revitalise, develop, regenerate and improve Castle Point.

### **New Market Pressures:**

- None

### **Applications Used:**

- MS Office 2007 (Word, Excel, E-Mail, Outlook)
- Terminal Services
- Castle Point Website
- Castle Point Intranet
- PRAXIS42
- VINE
- eFinancials
- ePROC
- Internet Purchase Requisition Solution
- Mailchimp
- Eventbrite
- Social Media (Facebook & Twitter)



## 1.19 PARTNERSHIPS AND SAFER PLACES

### Key Functions:

- Leading and providing guidance on community engagement and consultations
- Co-ordinating and managing the work of the Castle Point Local Strategic Partnership
- Leading the preparation and delivery of the Sustainable Community Strategy
- Working with strategic partners to make Castle Point a safer and more engaging place to live

### New Market Pressures:

- Given increasing social pressures due to economic circumstances the likelihood of abuse towards partners or children is increasing. Team access to housing complaints and how they are recorded could be improved to allow better access to data. Improved access to partner agency systems to report concerns should also be sought.

### Applications Used:

- MS Office 2007 (Word, Excel, E-Mail, Outlook)
- Terminal Services
- Castle Point Website
- Castle Point Intranet
- PRAXIS42
- VINE
- CIVICA ICON Online Payments
- eFinancials
- ePROC
- Internet Purchase Requisition Solution
- GGP
- GCSX Secure Mail
- Social Media (Facebook & Twitter)
- Anti Social Behaviour Database

## 1.20 LICENSING AND TRANSPORTATION

### Key Functions:

- License Application Processing (All licenses from pubs to taxis)
- Complaints management and Licence Inspections
- Investigations and prosecutions
- Management of license consultations, license Committee Hearings and appeals
- Perform DBS checks for external staff.
- Management of information publishing via the Website (License requirements, fees..)
- Community Transport Scheme Management (dial a ride & social car scheme)
- Co-Signature for RIPA (surveillance)

### New Market Pressures:

- Draft LGA Guidance on Locally Set Fees advises all licenses should be available online with a payment mechanism. Castle Point currently cannot process all applications online (Taxis and scrap metal for example cannot be applied for online)

### Applications Used:

- MS Office 2007 (Word, Excel, E-Mail, Outlook)
- Terminal Services
- Castle Point Website Castle Point Intranet PRAXIS42
- VINE
- CIVICA ICON Online Payments
- GGP
- ELMS
- LALPAC
- SHAWS
- Black Diamond Taxi Test
- Lalpac Public Access

## 1.21 PLANNING POLICY

### Key Functions:

- Development of the Castle Point New Local Plan
- Undertaking development and policy surveys
- Data Analysis (Excel)
- Report Production (Word)
- Policy Development (Objective)
- Preparation of maps (GGP)
- Provide Policy Advice
- Consult with other Councils (Duty to Corporate)
- Perform Consultations (Objective)
- Review and analyse development viability
- Perform Policy Monitoring (Excel Spreadsheet)
- Provide support for large plans and appeals
- Web publishing of policies and surveys
- Present to the public and the Council (PowerPoint and Photos)

### New Market Pressures:

- Agreement of the Castle Point Local Development Plan.

### Applications Used:

- MS Office 2007 (Word, Excel, E-Mail, Outlook)
- Terminal Services
- Castle Point Website   Castle Point Intranet   PRAXIS42
- VINE
- eFinancials
- ePROC
- Intranet Purchase Requisition Solution
- GGP
- Objective
- IDOX Uniform

## 1.22 PLANNING DEVELOPMENT CONTROL

### Key Functions:

- Pre-Application Processing
- Application Processing
- Application Validation
- Consultation Management
- Appeal Management
- Site Visit Management
- Decision Making and Notice Publication
- 106 Agreement Management ( the cross over between DC and Legal)
- Recording Complaints
- Fact Finding and Resolving Minor Case
- Legal Enforcement

### New Market Pressures:

- Agreement of the Castle Point Local Development Plan.
- Volumes of applications have crept remained relatively high.
- New “Permitted Building” (PB) has increased application numbers going forward. PB applications must be processed within 43 days or the application is automatically approved.

### Applications Used:

- MS Office 2007 (Word, Excel, E-Mail, Outlook)
- Terminal Services
- Castle Point Website
- Castle Point Intranet
- PRAXIS42
- VINE
- eFinancials
- ePROC
- Intranet Purchase Requisition Solution
- GGP
- IDOX Uniform
- National Planning Application Portal

## 1.23 PLANNING BUILDING CONTROL

### **Key Functions:**

- Validate Application
- Site / Building Monitoring
- Agreement of Building Regulations
- Fact Finding and Resolving Minor Case
- Legal Enforcement

### **New Market Pressures:**

- Agreement of the Castle Point Local Development Plan

### **Applications Used:**

- MS Office 2007 (Word, Excel, E-Mail, Outlook)
- Terminal Services
- Castle Point Website
- Castle Point Intranet
- PRAXIS42
- VINE
- eFinancials
- ePROC
- Intranet Purchase Requisition Solution
- GGP
- IDOX Uniform
- National Building Control Portal (to be adopted)

## **2 THE APPLICATIONS DOMAIN**

The 'Applications' Domain describes the core software assets used by Castle Point in its day to day operations.

### **2.1 CORPORATE APPLICATIONS**

The following applications are used by the majority of Castle Point departments and so can be considered corporate applications.

#### **2.1.1 Desktop Microsoft Office and Microsoft Exchange Server:**

Microsoft Exchange 2010 is utilised by Castle Point for e-mail and calendar functions. Microsoft Windows 7 and Microsoft Office 2007 are deployed to provide tools such as Word, Excel PowerPoint. Mail archiving is achieved using Archive-One which is installed directly onto the single Microsoft Exchange Server. A single Microsoft Exchange Server poses a large risk and is seen as a single point of failure. Best practice would be to split the roles and create distributed mailbox stores and separate routing edge servers. Agreeably this is residing on a virtualised platform but this leaves no platform to test functional upgrades and patches, or ability to queue emails if mailbox servers are down for maintenance.

A mail filtering tool called Policy Patrol is used to check internal emails and block them when specific criteria is met. Policy Patrol is also used as an auto reply of external emails as a way of notifying the sending party that their email has been received.

Castle Point have gone through a programme of desktop operating system refresh during early 2014 to Microsoft Windows 7, their browser base was also upgraded to Microsoft Internet Explorer 9 to ensure compatibility with older applications.

Microsoft Exchange Server 2010 will require a refresh in January 2017 as it falls out of support. Microsoft Office 2007 remains in support until October 2017. Castle Point has a Select License agreement covering Microsoft Office licenses until 2016. All deployments are upon Castle Point infrastructure and a full support agreement is in place. It is recommended that a study be undertaken to review the migration options (eg Office 2013 vs Office365), factors to be considered would be but limited to security, integration, cost, functionality and archiving.

#### **2.1.2 eFinancials & ePROC**

eFinancials is the corporate finance system. It is provided by ABS. A full annual support agreement is in place. The cost is £22,000 per annum. Database to be refreshed to Oracle 12c in 2016. Version 11.2.0.4 is installed and is supported until 2018. E-Financials Version 4.1 is deployed. It is used by all departments for financial and budgetary management. It is used by some departments to process invoices for procured goods and services. ePROC is the procurement module of eFinancials. It is used by departments to procure goods and services. Its costs and support are included in the eFinancials support agreement. The solutions are hosted on Castle Point infrastructure.

#### **2.1.3 CIVICA ICON Online Payments**

Civica ICON has been implemented as the Corporate online payments solution and will provide an external bureau service. It is provided by CIVICA and it will be externally hosted with a 5 year contract agreed. A full support agreement has been established and the annual cost will be £10,800. Civica has confirmed that this solution will be PCI compliant.

#### **2.1.4 Castle Point Intranet**

This solution is used by all Castle Point staff. It is deployed on Castle Point infrastructure and uses the VerseOne Content Management System (CMS) from VerseOne called Spearhead v5.0. It is fully supported by Castle Point IT. A number of applications have been internally

developed and deployed. These use VerseOne for data entry and presentation and a mixture of Microsoft SQL Server and Microsoft Access 2007 for data storage. Access 2007 is supported until October 2017.

### **2.1.5 Castle Point Website**

The Castle Point website is used by all staff to both access information and publish information to the public. All departments have edit access via Spearhead Forms. The website uses the VerseOne CMS. Version 5.0 is deployed. A full annual support agreement is in place. The website is externally hosted. Castle Point IT is in discussions with the other Essex Councils looking at the potential to share a single web deployment. Current annual web costs are £5600 per annum.

### **2.1.6 Intranet Staff Leave Solution**

Internally developed intranet facility used to manage staff leave requests. Supported internally by the IT department. No additional cost of use.

### **2.1.7 Intranet Facilities Task Request Solution**

Intranet based solution allowing the business to submit action requests to Facilities Management. Internally developed and fully supported by the Castle Point IT team. No additional costs for usage.

### **2.1.8 Intranet Health and Safety Synopsis Solution**

Intranet based solution to allow the business to record Health and Safety scenarios. Internally developed and fully supported by the Castle Point ICT department. No additional cost for use.

### **2.1.9 Intranet Potentially Violent Persons Database**

Intranet based solution. Limited business access. Internally developed and fully supported by the Castle Point IT department. No additional cost for use.

### **2.1.10 Intranet Jobs Module**

Internet/Intranet based Jobs module for advertising vacancies and application form completion, etc.. No additional cost for use.

### **2.1.11 PRAXIS42**

Health and Safety training web based solution. This is externally hosted. No support agreement required as it is provided as a web service. Annual cost is £2,200. Potentially to be replaced by the VINE training solution.

### **2.1.14 VINE**

Web based training portal available to all staff. This is externally hosted. No support agreement required as it is provided as a web service. Annual cost £7,000.

### **2.1.15 GGP**

This is a Mapping solution used by a significant number of departments to map assets and case incidents. For example planning use it to map applications, the Legal department use it to map council owned land, Environment use it to map assets. A full support agreement is in place with GGP Systems at a cost of £15,500 per annum. The solution is deployed on Castle Point infrastructure.

### **2.1.16 Terminal Services**

Terminal Services provides a means of staff gaining access to the Castle Point network from external locations. Technically this is facilitated by a combination of Microsoft SharePoint 2007 for front page management, which has extended support until October 2017. As part of this the compatibility of Microsoft Internet Explorer 10, needs to be verified with Microsoft SharePoint 2007. Microsoft Windows 2008 server running terminal services which has extended support until

January 2020.

This is published through their ISA proxy server and is secured by a two factor hosted service by Blackshield Cloud with a 75 user license. This solution is currently fit for purpose if current remote working volumes remain the same. It should also be noted that Good is used as a solution to provide connectivity for Apple devices to the Microsoft Exchange platform.

### 2.1.17 IT Monitoring Tools

While the scope of this report covers the core Business Solutions deployed and used it is worth noting that the Castle Point IT department use a number of tools to monitor user activity. These can also be considered 'Corporate' solutions. Data Track is used to track phone calls and Policy Patrol is used to monitor internet access.

## 2.2 DEPARTMENTAL APPLICATIONS

The following applications are used by specific departments with specialised processing requirements.

### 2.2.1 APACE

This is an audit planning and management tool. Hosted and provided by Southend Council for usage by shared audit resources. Castle Point requires no support agreements.

#### Departmental Usage:

- Audit

### 2.2.2 Lagan CRM

Lagan is a CRM solution provided by Verint. KANA are currently providing support. KANA were the previous owners of Lagan CRM. The solution is hosted on Castle Point infrastructure and a full support agreement is in place. Annual cost is £12,200. Version 7.10 installed. Version 8 is available.

#### Departmental Usage:

- 1<sup>st</sup> Contact

### 2.2.3 Crystal Reports

Reporting solution used for LAGAN CRM. Costs and support included within LAGAN agreement. Reporting capabilities within LAGAN are described as poor by the users. Crystal Reporting skills are limited within the business and additional reporting capabilities would allow improved task management. Capita suggest that discussions be had with Verint regarding improving reporting capabilities.

#### Departmental Usage:

- 1<sup>st</sup> Contact

### 2.2.4 CIVICA OPENRevenues

CIVICA OPENRevenues is a Revenues and Benefits Management Solution provided by CIVICA. The solution provides additional workflow; document image processing and portal capabilities to facilitate a self-service (connect). A team of two individuals are deployed by Castle Point to manage the application (administration, testing and release management). A full support agreement is in place with the supplier. The solution is hosted on Castle Point Infrastructure. The

cost per annum is £59,600.

#### Departmental Usage:

- Benefits



- Development Control
- 1<sup>st</sup> Contact
- Revenues

### 2.2.5 DATA PA

Business intelligence application used to interrogate Benefits data. Full support agreement will be put in place with DATA PA the supplier. The solution will be hosted on Castle Point infrastructure. The annual cost will be £2,000. Benefits plan to replace Hummingbird BI with this solution by April 2014.

#### Departmental Usage:

- Benefits

### 2.2.6 Paygate BACS

This is a financial payments clearing solution. It is provided by Ultra AEP. This solution has just been successfully deployed. A full support agreement is in place with AEP and the annual cost is £2,500. The implementation was made to adhere to PSN requirements. Benefits will now process leisure direct debits for memberships. The solution is deployed on Castle Point infrastructure.

#### Departmental Usage:

- Benefits
- Finance

### 2.2.7 DWP Secure Desktop (CIS)

Standalone desktop that allows Benefits team to access secure DWP applications. A full support agreement is in place with the DWP. Annual cost is thought to be £0.

#### Departmental Usage:

- Benefits

### 2.2.8 Victoria Forms

Online benefit forms provided by Victoria Forms. It is an externally hosted solution. No support agreement required. Annual usage is £1,000.

#### Departmental Usage:

- Benefits

### 2.2.9 RIAMS

External web based legal advice service. No support agreement required. Annual cost £1,200

#### Departmental Usage:

- Environmental Health

### 2.2.10 Local Law

External web based legal advice service. No support agreement required. Annual cost £200

#### Departmental Usage:

- Environmental Health

### 2.2.11 Ferret

Web based service used to calculate disability grants. No support service required as it is a web service. Annual cost is £500.

**Department Usage:**

- Environmental Health

### 2.2.12 ELMS

Web based forms used by Environmental Health and Licensing. These are externally hosted and provide an e-mail of entered citizen data via e-mail. No support agreement is required as it is a web service. Annual cost £500 (for Ocella Integration which will no longer be required from April 2014).

**Department Usage:**

- Environmental Health
- Licensing & Transport

### 2.2.13 Norsonic Analysis Software

Is a software solution to analyse noise recordings. Set up on a standalone PC. It was installed by Essex CC. A full support agreement is in place with ECC.

**Department Usage:**

- Environmental Health

### 2.2.14 Environmental Air Monitoring

The hardware and software is supplied by Kings College London. A full support agreement is in place. Annual cost is £10,000.

**Department Usage:**

- Environmental Health

### 2.2.15 Clearskies

Application used by Basildon Council to manage Cemetery activity on behalf of Castle Point. Castle Point has no access. Data is exchanged by spreadsheet.

**Departmental Usage:**

- Environment

### 2.2.16 DVLA Link

This is a standalone PC that gives access to DVLA Vehicle Checks. It is implemented on Castle Point infrastructure. Support provided by the DVLA. No cost of usage.

**Departmental Usage:**

- Environment

### 2.2.17 CMIS

CMIS is an agenda and minutes management solution. It was due to replace TROVE by April 2014. Support agreement will be put in place. There is an agreed contract for 5 years at a cost of £34,000. The solution will be hosted on Castle Point infrastructure and is provided by ASTECH.

**Department Usage:**

- Governance

### **2.2.18 eXpress Elections & ADLM**

eXpress is an elections management solution with data analysis and matching tool ADLM. It is currently being upgraded to cater for Individual Voter Registration. Upgrade was completed by June 2014. A full support agreement is in place with ERS Group the supplier. Annual cost £13,000. The solutions market will be reviewed again in 2014/15 but this is the market leading product in the UK. Version 1.0.5 is deployed.

**Department Usage:**

- Elections
- 1<sup>st</sup> Contact
- Environment

### **2.2.19 Business Objects**

Business Objects is a business intelligence reporting solution. It is used to interrogate finance data from eFinancials. Licenses linked to finance package. A full support agreement is in place. Annual cost included in eFinancials contract. It is hosted on Castle Point infrastructure and supplied by ABS.

**Department Usage:**

- Finance

### **2.2.20 Asset Manager.net**

Web based asset management solution. No support agreement required as it is a web service. It is externally hosted. Cost per annum £2,800.

**Department Usage:**

- Finance

### **2.2.21 Lloyds Link**

Externally provided web service so no support contract required. It is externally hosted. No annual charge.

**Department Usage:**

- Finance

### **2.2.22 Government Gateway HMRC VAT Service**

Web based Tax service provided by HMRC. No support agreement required as it is a web service. It is externally hosted. No annual charge.

**Department Usage:**

- Finance

### **2.2.23 HMRC Online Services**

Web based tax services provided by HMRC. No support agreement required as it is a web service. It is externally hosted. No annual charge.

**Department Usage:**

- Finance

#### **2.2.24 LOGAS.net**

Government financial returns website. It is an external web service. No support agreement required. No cost of usage.

**Department Usage:**

- Finance

#### **2.2.25 Mybusinessbank**

Web based access to post office payments (rents). Web based service. It is externally hosted. No support agreement required as it is a web service. No cost of usage.

**Department Usage:**

- Finance

#### **2.2.26 SunGard Investment Portal**

Financial services website. It is externally hosted. No support agreement required. No cost of usage.

**Department Usage:**

- Finance

#### **2.2.27 UKLocaldealing**

Web based service that illustrates other council's lending and borrowing positions. It is an externally hosted web service. No support agreement required. No cost of usage.

**Department Usage:**

- Finance

#### **2.2.28 Publicl**

Webcast hardware and software use to stream Council meetings on the web. A full support agreement is in place with Publicl. Solution is hosted on Castle Point infrastructure. The annual cost was unknown at the time of writing this report.

**Department Usage:**

- Facilities Management
- Governance

#### **2.2.29 NET2 Door Entry Solution**

It is a standalone PC loaded with NET2 solution. No support agreement in place but confident supplier would restore software. It is implemented on Castle Point infrastructure. Not currently being backed up. A backup solution is now being considered.

**Department Usage:**

- Facilities Management

#### **2.2.30 Procurement Agency for Essex Website**

Web based procurement service. Not hosted on Castle Point infrastructure. No support agreement required. No cost of usage.

**Department Usage:**

- Facilities Management

### 2.2.31 BMS TREND

BMS is a building management solution for the main building. It is hosted on a single PC in Castle Point. No support agreement in place but supplier would re-install software. This solution is not currently backed up. A crash would result in a loss of data that would have to be manually restored. A backup solution is now being considered.

**Department Usage:**

- Facilities Management

### 2.2.32 Digidat Website

This is the Anglain Water website with statistics. It is externally hosted. No support agreement required. No cost of usage.

**Department Usage:**

- Facilities Management

### 2.2.33 Huddle ECRFS EP Portal

Huddle is a resilience portal. It is an externally hosted web service. No support agreement required. No cost of usage.

**Department Usage:**

- Facilities Management

### 2.2.34 Health and Safety Reporting Solution

Web based H&S solution provided by Alcumus. It is externally hosted. A full support agreement is in place. Annual cost £2,400 per annum.

**Department Usage:**

- Finance

### 2.2.35 Corporate Asset Asbestos Register

It is an internally developed Access 2007 database. It is fully supported by Castle Point ICT. No cost of usage. It is hosted on Castle Point infrastructure.

**Department Usage:**

- Facilities Management

### 2.2.36 Adobe Creative Software

Adobe Creative Software v6 used to create marketing materials. Two user licenses are now in operation. No annual support agreement required capital investment only.

**Department Usage:**

- Facilities Management
- Leisure

### 2.2.37 Crimson

Crimson is a Zurich insurance portal. It is an external web service. No support agreement required. No cost of usage.

**Department Usage:**

- Facilities Management

### 2.2.38 First Care Sickness Portal

This portal is a web based absence management solution. It is provided by First Care. It is a web based solution so no support agreement required. Cost per annum is £1,400.

**Department Usage:**

- Human Resources

### 2.2.39 Team Spirit

Payroll is outsourced to Rochford Council for processing. However, HR for Castle Point access Team Spirit to manage staff details. Team spirit is provided by Rochford Council. It is not hosted on Castle Point infrastructure and no support agreement is required.

**Department Usage:**

- Human Resources

### 2.2.40 Abritas

Arbrita is a housing application management solution. It is supplied by Abritas. It is hosted on Castle Point infrastructure. A full support agreement is in place. Annual cost £12,138

**Department Usage:**

- Housing
- Housing Options

### 2.2.41 LALLY Database (view only)

This is a housing database for the homeless management solution. It is an Access database

provided by a private individual. No support is in place, it is hosted on Castle Point infrastructure.

**Department Usage:**

- Housing Options

LALLY will eventually be de-commissioned and Abritas will be used as its replacement.

### 2.2.42 Glasscube

Web based service used to store Housing asbestos details. Contractors access the site for details. It is an externally hosted free service. No support agreements required.

**Department Usage:**

- Housing

### 2.2.43 Survey Monkey

Web based free survey service. No cost of usage and no support agreement required.

**Department Usage:**

- Housing
- Regeneration

#### 2.2.44 APEX

Used by South Essex Homes to manage Castle Point housing stock. Castle Point has no access but the housing asset register is stored within this solution. No support agreement required. No cost of usage.

**Department Usage:**

- Housing

#### 2.2.45 Home Swapper

Home Swapper is a housing availability website. It is an external web service with no associated cost of usage. No support agreement required. Not hosted on Castle Point infrastructure.

**Department Usage:**

- Housing

#### 2.2.46 OHMS Tenancy Management Solution

Northgate supplied Tenancy Management solution. A full support agreement is in place. It is hosted on Castle Point infrastructure. Version 55 deployed. Only the Tenancy and Repairs modules have been deployed. The solution does not cover all operational aspects of Housing Annual cost is £2,700.

**Department Usage:**

- Housing
- Revenues

#### 2.2.47 IDOX Uniform

IDOX Uniform is used in Building Control, Development Control, Planning Policy and Environmental Health. A 5 year contract has been agreed. A full support agreement is in place. IDOX uniform provides document management capabilities which are independent of Planning or Environment functions. The solution will be hosted on Castle Point infrastructure.

**Department Usage:**

- Planning Policy
- Building Control
- Development Control
- Environment
- Land Charges
- Licensing (existing User – LALPAC)
- Document Management System (DMS) (existing user in planning)

#### 2.2.48 NLIS National Property Search Portal

Is the national portal that allows online requests and payments or searches. It is an externally hosted web service with no associated costs for usage.

**Department Usage:**

- Land Charges

### 2.2.49 National Planning Portal

Web service that allows citizens to register and pay for planning applications. Web based service so no support agreement required. Not hosted on Castle Point infrastructure and no associated costs with usage.

**Department Usage:**

- Development Control

### 2.2.50 GCSX Secure Mail

Central Government secure mail solution, externally hosted. No required support agreement. No associated costs of usage (this service transitioned to the PSN on 6<sup>th</sup> February 2014).

**Departmental Usage:**

- Finance
- Benefits
- Revenues
- Safer Neighbourhoods

### 2.2.51 Visual Files Legal Case Management

Visual Files is a legal case management solution provided by the Essex Legal Partnership. It is not hosted on Castle Point infrastructure. No support agreement required. Annual cost £1,000.

**Departmental Usage:**

- Legal

### 2.2.52 Access Databases Legal

A number of Access databases exist within Legal Services. These cover:

- Land Registration
- Deeds of Nomination
- 106 agreements
- File references

All databases are in Access 2007 and are implemented on Castle Point infrastructure. Capita provides database support and Castle Point IT provides application support. No annual cost of usage. Capita recommends migrating these Access 2007 databases to SQL where possible.

**Departmental Usage:**

- Legal

### 2.2.53 Legal Contracts Database

Internally developed Intranet / SQL Server based contracts database used by Legal. It is fully supported by the Castle Point IT department. It is hosted on Castle Point infrastructure. No associated cost of usage.

**Departmental Usage:**

- Legal



### **2.2.54 Westlaw**

Legal advice web based service. It is externally hosted. No support agreement required.  
Annual cost £8,000.

**Departmental Usage:**

- Legal

### **2.2.55 PLC**

Legal advice web based service. It is externally hosted. No support agreement required.  
Annual cost £1,700.

**Departmental Usage:**

- Legal

### **2.2.56 LALPAC**

Licensing solution provided by IDOX. New 5 year contract agreed. Full support agreement is in place. Solution is hosted on Castle Point infrastructure. Annual cost £13,000

**Departmental Usage:**

- Licensing & Transport

### **2.2.57 SHAWS**

License application forms solution. It is provided by Shaw and Sons Legal. No support agreement required. Annual cost £2,000.

**Departmental Usage:**

- Licensing and Transport

### **2.2.58 Black Diamond Taxi Test Solution**

This is a standalone solution from Diamond People that supports the testing of Taxi drivers. It is supported by Essex County Council. No cost of usage known.

**Departmental Usage:**

- Licensing and Transport

### **2.2.59 Gladstone Membership Management and Connect**

Gladstone provides a Leisure Membership Management solution to Castle Point. It includes a Connect application that provides citizens with online access. A full support agreement is in place with the supplier. The solution is hosted on Castle Point infrastructure and is currently run across Terminal Services. Annual cost is £8,000.

**Departmental Usage:**

- Leisure

### **2.2.60 Leisure BMS**

On-line web solution that allows remote building management. No support agreement required as it is a web service. Not hosted on Castle Point infrastructure. No cost of usage.

**Departmental Usage:**

- Leisure

### **2.2.61 TRP**

TRP is a membership attendance solution provided by The Retention People. A full support agreement is in place. The solution is hosted on Castle Point infrastructure. Annual cost not know at the time of report writing.

**Departmental Usage:**

- Leisure

### **2.2.62 Social Media**

Facebook and Twitter used to communicate to citizens. Web based services. No support agreement required. Not hosted on Castle Point infrastructure.

**Departmental Usage:**

- Leisure
- Regeneration
- Partnerships and Community Safety

### **2.2.63 Anti Social Behaviour Database**

Internally developed database solution deployed on the intranet to record anti social behaviour incidents. Hosted on Castle Point infrastructure and supported by Castle Point IT. No cost of usage.

**Departmental Usage:**

- Community Safety

### **2.2.64 Eventbrite**

Event management web based service. No support agreement required. Not hosted on Castle Point infrastructure. No cost of usage.

**Departmental Usage:**

- Regeneration

### **2.2.65 Mail Chimp**

Web based mailshot service. No support agreement required. Not hosted on Castle Point infrastructure. No associated costs of usage.

**Departmental Usage:**

- Regeneration

## 2.3 DEPARTMENTAL APPLICATION GAPS

While discussing each department's application usage various application shortfalls or gaps were identified. Each department is operating within acceptable service levels however, in some areas operational activity lacks automation. If further efficiencies or cost savings need to be made then these gaps could be closed with investment in IT applications, potentially delivering efficiencies and allowing staff reductions. Each case would need to be examined from an "invest to save" perspective.

### 2.3.1 Audit

- Audit use a dual boot laptop to access the Southend and Castle Point networks. Boot issues have been experienced. Southend have a configuration solution they wish to propose. **Both IT departments should get together to agree a resolution.**
- Audit use a data analysis tool called IDEA at Southend. This could be used at Castle Point. A number of departments have data analysis requirements (Audit (IDEA), Elections (ADLM tool), Finance (Business Objects), Benefits (Hummingbird and Data PA)). **Consider bringing all departmental data analysis tool requirements together to adopt a single solution.**

### 2.3.2 Benefits

- Financial reconciliations are manual and time consuming. Automation of this verification / reconciliation process would increase efficiency. **Reconciliation capabilities should be investigated.**
- Electronic Signatures have not been adopted. Currently paperwork must be signed. Potential efficiency gains could be made if the technology was deployed. **The costs and benefits of adoption should be considered by the department.**
- Increase online transaction capabilities. Some CIVICA online modules are available. **core transactions should be identified and options explored.**

### 2.3.3 Environmental Health

- Pest Control services could be improved if a means of mobile payment was available. **Discussions with CIVICA ICON to evaluate mobile phone access to the payment mechanism.**
- Environment Hard drive storage space seems to be a regular issue. **These issues should be reported for investigation. Additional storage space or regular archiving/deleting of files may be required.**
- Mobile access to Outlook and e-mails would improve communication with officers on inspections in the field. **The costs of smart phones with web access should be evaluated against the benefit of access to mails.**

### 2.3.4 Governance and Elections

- TROVE is not fit for purpose and is being replaced with the CMIS solution. At the time of producing this document, this has not been achieved.

### 2.3.5 Environment

- Apart from Environmental Health Environmental Services use no core operational systems. LAGAN is used by 1<sup>st</sup> Contact to support citizen contacts and service requests, but these are manually e-mailed to Environment administration. No document management solution is used. The department operates with spreadsheets, e-mail and documents on the S Drive. **If greater efficiencies were to be achieved Castle Point would need to investigate operational software solutions to automate processes. A review of what is used by the other Essex Councils should be undertaken to understand current partner capabilities. Then potential software suppliers could be approached or an agreement to use partner solutions made.**

As a result of the lack of solutions the following extensive list of potential

#### improvements were identified:

- Online capabilities to allow Citizens to view facility availability, book and pay would reduce back office administration.
- Website branding could be improved to promote facilities that generate revenue (Hall Bookings)
- No systems are used to manage activities being held in council facilities.
- Operations are managed via e-mail and spreadsheets. This is a very manual operation. Efficiencies could be gained by improved automation. **Potential application solutions should be investigated if greater efficiencies are required. IDOX may have modules or potentially Open Source software solutions may be available. Software usage by the Essex councils should also be investigated to see if a solution could be shared.**
- A copy of Adobe creative software would allow Environment to create their own marketing materials. A procurement is underway.
- The bars for the halls have been outsourced. Bar bookings have to be e-mailed rather than the supplier having online access to this data. **A collaborative cloud solution should be investigated such as SharePoint or the web sites capabilities are enhanced.**
- The procurement process is slow and cumbersome. Environment would prefer to procure themselves using ePROC and not go via Facilities using the Intranet Requisition Request Solution. **A review of the process to investigate the benefits of allowing departmental procurements for specialised goods and services should be undertaken.**
- Pitch payments by Direct Debit cannot be requested and arranged online. **An online facility could be investigated.**
- The cemetery data validation process is cumbersome. And the payment by Basildon is made by check. **A shared spreadsheet or cloud based solution could be adopted and payments with payments made electronically potentially via CIVIA ICON or via an Invoice from eFinancials.**
- All service streetscene related requests and notices along with their associated communications back from the contractor are written up in word, e-mailed and then tracked in spreadsheets and Lagan. **This is a very manual means of communication and progress tracking. A common shared application, that both parties could share and collaborate via, would significantly increase efficiency and improve reporting. There can be a 5 day lag between the problem being resolved and Castle Point knowing the problem has been cleared. To increase efficiencies a shared IT solution should be investigated.**
- Inspections (streets and open spaces) are recorded in word and Excel documents. Photographs are associated with them also. However, no solution is available to geographically map where they have taken place. Mapping of locations would also aid the analysis of environmental crime and notices / service requests. GGP could possibly be utilised for this function and its suitability should be investigated. **GGP could be used to map incidents to allow greater data sharing. An improved means of remote data capture, such as smart phone applications should be investigated with suppliers.**
- The team have no means of calculating the current land area of open spaces and the mileage of the streets to be cleaned. These factors influence the price of the contract. An assumed mileage and land area is currently being used. **Software that can calculate these factors from maps (Google for example) or a trusted data source is required to avoid manual measurement.**
- While the issue of laptops to the inspectors has improved efficiency they are still a

cumbersome device for the job in hand, which involves mostly recording photographic evidence and basic location details. A hand held device could be easier to use (combines data and image capture in a single device) for this activity. If an application was used to facilitate the process it would greatly simplify the data capture process and free up inspector time. A GPS function could map the location automatically. Given the laptop and a camera is not that convenient to use, many reports are still initially recorded on paper. Less admin time would mean more inspection time. The more notice incidents found the more penalties from the contractor. 366 rectifications were issued in September, and default notices in the same period resulted in £750 worth of administration deductions for the same month. **Mobile data capture capabilities should be discussed with the relevant suppliers (IDOX).**

- All vehicle related operations are planned and monitored using spreadsheets including:
  - Vehicle maintenance and costs
  - Staff Qualifications (to drive or perform specific roles)
  - Paper timesheets submitted by the crews are transferred into a payment spreadsheet before communication to Finance for approval, before it is issued to Rochford to pay.
  - Crew rosters
  - Crew timesheets are manual paper forms. Difficult to tie up with records of real activity. An automated solution of time capture which linked to payments would improve the efficiency of the process.
  - Current collection routes are on paper maps (No GPS or mapping software used)
  - Weight tickets from disposals are manually entered into spreadsheets to aid financial reconciliation. This data would be useful to use to ascertain if work is equally distributed across crews. There is potential for this data to be captured by a hand held device to save having to process weight tickets.
  - Crews communicate via mobile phone (not radio dispatch). Centre cannot monitor conversations had. Potential to switch to radio dispatch.
  - Reconciliation of recycling credits and disposal fees done by admin. Very manual as all the data is contained in a number of spreadsheets. Need to track weights deposited and calculate fees or revenue. eFinancials is used for invoicing. **An application could be used to calculate fees and charges and communicate these to partners and the finance system.**
  - Missed collections and Bulky Waste Collections cannot be reported via the web.
  - Requests and payments for Bulky Waste Collections cannot be done via the web.
  - They have to be processed by 1<sup>st</sup> Contact to allow payment by ICON.
  - Contracts for Trade Waste also cannot be requested via the web.
  - All Trade Waste contracts are held as paper files and spreadsheets. Difficult to keep an audit trail of changes. Contracts are paid by Direct Debit. Env Admin manage failed Direct Debits and the potential removal of the contracted bin. All the information being in spreadsheets or a paper file makes administration and issue management difficult.
  - As the operational data is spread across many operational spreadsheets management and trend reporting is very difficult and time

consuming.  ***Holding this data in a structured form in a database and using reporting tools to illustrate it would increase reporting effectiveness and contribute to a full audit trail.***

#### **Parks, Halls and Open Spaces:**

- All Inspections and remedial work is planned within spreadsheets and issue to members of staff to perform. Sometimes contractors are used for this purpose also. Activities are difficult to track with the spreadsheet. It is a very manual process.
- Currently assets are not mapped onto a graphic mapping tool. Hotspots and locations of certain assets are in people's heads only. **Mapping the assets in GGP for example could be undertaken.**
- As the operational data is spread across many operational spreadsheets management and trend reporting is very difficult and time consuming. **To improve reporting effectiveness data would need to be held in structured databases using reporting tools.**

#### **Building Cleaning:**

- Some manual time sheeting of casual staff. Hours then manually totalled and issued to Rochester to pay (admin burden)
- Complaints or service requests can be captured by 1st Contact. These are recorded in Lagan and e-mailed to the service managers. Service managers then verbally instruct staff to undertake remedial action. No closing of requests in Lagan.
- While this is a small operation it is managed manually with spreadsheets, which limits communication, tracking and management reporting.

#### **Car Parking:**

It should be noted that Castle Point has outsourced parking services to Chelmsford and the South Essex Parking Partnership. CP is now only responsible for asset management (Ticket Machines, Signage and Surfaces). BDI perform cash collection on behalf of CP.

- No operational management software is deployed. All inspections and remedial actions are planned within spreadsheets.
- Inspection reports are all recorded on paper then into word and stored on the Environment drive.
- The ticket machines cannot provide any remote data such as number of tickets issued or cash taken. They do not promote cashless sales.

### **2.3.6 Finance**

- A solution that validates mileage claims would reduce the data validation burden. **A solution could be investigated.**
- Validation of Invoices currently involves the filling out of paper authorisation forms. Fully automating this process would reduce administration effort. **This process could be reviewed and a means of automating invoice approval implemented.**
- A project is underway to integrate the OHMS housing system to eFinancials. Expected delivery in the next 3 months. This will reduce the admin burden of data entry.
- E-Invoicing is not currently performed.

- Looking to eradicate payment to suppliers by cheque. Nearly all are done by BACS payment now.
- E-Signatures technology is not deployed. This is to be investigated. It should be noted that E-Signatures would also benefit Benefits and Revenues who also want to explore this technology.

### 2.3.7 1st Contact

- Lagan has not been integrated into back office systems. Integration would save departmental administration double entry of data.
- Crystal reports is not well known and reporting gaps exist with Lagan. ***The department should review their reporting requirements and improve/create additional reports via Crystal. Or an alternative reporting tool could be used or the reporting module of Lagan could be procured.***

### 2.3.8 Facilities Management

- All building caretaker duty plans, inspection rosters and duty activities recorded and managed in Excel Spreadsheets. No planning tools used.
- The Intranet Task Request Function does not allow task requests to be recorded as completed or report upon activities undertaken. The facility could be enhanced to ensure task activity is full recorded and made visible to requesting staff. ***IT should enhance the functionality.***
- The Door Entry System and the BMS system are on standalone PCs which are not currently backed up. If a crash occurred the software could be restored by the supplier (although no support agreement is in place to set a timescale), but the data would be lost. Re-entry would be required. A backup solution is required. This may also apply to the Leisure Complex card entry and BMS solutions. ***Regular backups should be taken and the data stored off site or in a fire safe.***
- Flexi Hours Timesheets for staff are managed in Excel spreadsheets. No corporate flexitime software solution is available.
- Corporate property maintenance plans and finances are managed within an Excel spreadsheet. No asset management solution is used. Contracts are in place with private sector companies to undertake scheduled maintenance. All works undertaken and performance monitoring recorded in spreadsheets. Difficult to track performance.
- The business process that facilitates users raising of purchase orders appears cumbersome. Double entry of data occurs between the Intranet based Requisition Order function and ePROC. This is currently being reviewed by FM. ***Departments with specialist procurement needs (not stationary) could be allowed to procure and authorise via ePROC.***
- The business process that facilitates invoice payments appears cumbersome. FM and other service areas get involved with matching a received invoice to the correct purchase order using EPROC. However, the real invoice must be stamped for payment and sent to finance with a payment voucher to induce a payment. Potentially this could be fully automated. ***This process should be reviewed and automated further.***
- The Corporate Buildings Asset Register is maintained by FM. This data is maintained in an Excel SS and reliant on accurate and up to date data provided by other service areas. No Asset registration and management software is utilised.
- Asset management registers are spread across the council. For example, Housing services manage a Housing properties asset register separately. FM manages a register of property valuations and Legal services manage a lease/licence register and a land asset Register. There is no single asset register solution in the market that will manage all asset types. ***If a corporate view of Assets is to be achieved then all asset information should be held in structured databases and a data reporting tool like Business Objects or SQL Server is used to pull a full view together.***



- The Intranet and Website contains many links to FM provided documents. These links are easy to break if the document name is changed. FM intends to use folders rather than document links in future. **Look at using a DMS or document library functions rather than hyperlinks.**
- No e-invoicing solution in place. A solution is to be considered by Finance in 2014/15.

### 2.3.9 Human Resources

- The majority of HR data is hard copy or soft copy held on the corporate S drive. No HR solution is used by the department. Excel spreadsheets are used to manage processes and capture HR information. An HR software solution would improve data management and process efficiency. **Investigating potential HR solutions should be done if further automation is required. These could be open source or shared with a partner to keep costs to a minimum.**
- FOI requests are laborious to investigate as the majority of information is not in a database to interrogate. Records have to be manually searched.
- Team Spirit is not holding "reason for leaving" at the moment. If this was recorded it would make report compilation simpler for HR.
- HR has very limited access to Team Spirit. While it is allowing payroll activities to be undertaken it is felt that it could be exploited more by HR if a greater knowledge of the solution was imparted. It is providing limited operational benefit at the moment. **Investigating improved access and data capture within Team Spirit with Rochford should be explored to see what can be achieved.**

### 2.3.10 Housing and Housing Options

- The OHMS solution does not support all the activities of the service. Modules have only been deployed to cover Repairs Management. Other areas require other solution deployments (Arbritas manages housing applications, Asset information is held in APEX/SEH, Tenant Engagement activity is held on the S drive, noise complaints and ASB is recorded in LAGAN, leaseholder information is spread around the organisation. A more comprehensive solution would reduce the number of solutions deployed and provide support to areas that are manual currently. New solutions are being explored.
- Direct Debits (DD) cannot be used to receive housing income currently. A new BACS solution is being implemented. This is operated by the Benefits team, who will be managing Leisure Direct Debits going forward. **Direct Debits should be encouraged.**
- Satisfaction surveys are currently performed by Resident Involvement. Surveys are carried out over the phone. With investment in IT surveys could be carried out online, either via the website or links contained within distributed e-mails. This would reduce the data collection effort. Improved tenancy records and OHMS functionality may be required to facilitate this automation. **The automation of surveys should be investigated. Potentially free facilities like Survey Monkey could be utilised.**
- Currently work orders / requests sent to the main repairs contractor are batched up and sent over to contractor hourly however the IT Interface with the main repairs contractors are only one way. This results in invoices from the main contractor relating to works undertaken being e-mailed to the repairs team and SHE inspectors. SEH check invoices are correct and then the repairs team enter the invoice details into OHMS whilst simultaneously passing the manual paper record to the finance dept to enter onto EFIN. Financial reconciliation is manual and procurement requests and invoices are entered, matched and paid using EFIN for payment. **An interface between OHMS and eFinancials should now be in place.**
- Repair report capture (with CAD assistance) and progress tracking could be made an on-line service. Currently very manual.
- Estate management and tenancy management issues could be reported online. Currently by mail post and phone direct to the Team.
- OHMS cannot hold tenant photos required for re-charging and voids

### 2.3.11 Land Charges

- The majority of information searched is not contained in the IDOX document management solution. Documents have to be manually searched. If all documents were online searches would be much less of a manual task.
- Copies of documents have to be found within the paper files. Again if an image was scanned this would be a simpler process.
- Only Local Authority Searches can be charged for. If the public or agents could search online through the documents to perform Personal Searches administration time would be saved.
- Non NLIS searches are paid for by cheque. Online payments may cut administration time. ***A review of CIVICA ICON to see if it could be used as a means of taking payment for this transaction should be explored.***

### 2.3.12 Planning and Planning Policy

It should be noted that the IDOX Uniform solution was implemented across these departments in March April 2014 which should have resolved all operational issues.

- Policy monitoring is undertaken via a spreadsheet developed by a member of staff who has now left. Data should / could be extracted by a software solution not manually re- entered. A more robust means of analysis could be deployed such as Business Objects rather than rely on a large historic excel spreadsheet. **The IDOX solution should resolve this.**
- Peter Brett Associates are developing a Viability Toolset for Planning Policy.
- Marketing materials could be improved. Graphic design of PP content needs to be more appealing. Marketing and graphics services are provided by facilities. PP only has access to MS Publisher on their desktop.
- Dealing with maps and reports can be cumbersome in the office. Larger monitors or two monitors would make viewing multiple documents in combination with complex maps much simpler.

### 2.3.13 Legal

- GGP is not fully up to date with all council land records. Legal working on its full population.
- Visual Files is a good solution. Further work ongoing to increase workflow and streamlining of processes.
- Changes in Benefits (Central Government) is leading to more internal consulting on the matter. Challenges are being made by the public.
- LEXCEL accreditation being sought (Quality mark)
- Difficult to track 106 commitments across the various departments (Housing, Planning and Environment). 106 commitments are held in a database. However associated housing and planning activities are hard to track. ***106 activities are held in a plan form and milestones are formally checked. Potentially Covalent triggers could be used to remind staff of milestone reviews.***

### 2.3.14 Licensing and Transport

- Inspectors use their mobile phones to access LALPAC license details during inspections. However, no other mobile device is available so inspection details are recorded on paper and later entered onto LALPAC. A Hand held device that could take photos and record inspection text would increase efficiency.
- Draft LGA Guidance on Locally Set Fees advises all licenses should be available online with a payment mechanism. Castle Point currently cannot process all applications online (Taxis and scrap metal for example cannot be applied for online)

- No document management / scanning solution is utilised. All reports, findings, investigations are recorded in word and stored on the S drive. ***The IDOX document management solution could be used for this purpose.***
- All case management activities (managing an investigation and prosecution, managing appeals and hearings, managing Taxi driver testing) are performed in Outlook and Excel spreadsheets. ***A software solution could be deployed.***
- All DBS check activities are recorded in Excel spreadsheets. No BDS database is utilised.
- It should be possible to apply and pay for all licenses online via the Castle Point website. Currently not all licenses are covered by online transactions. ***Additional online transactions could be deployed.***

### 2.3.15 Leisure & Community Services

- 10 licenses for Gladstone is proving to be a limitation. Staff must log out of the back office functions to let front office staff have access at busy times. ***Additional licenses should be procured.***
- The Gladstone solution implemented has limited reporting capabilities. Particularly when it comes to combining the revenue data with the membership data. ***Reporting limitations should be discussed with the supplier to seek a potential solution. Other toolsets such as Business Objects could improve reporting capabilities.***
- The Gladstone solution implemented has no stock management capabilities. All retail and internal materials required are stock managed and ordered manually. If retail activity increases manual stock management could become problematic. ***A Retail application with stock management capability may be required if sales and stock items sold increase.***
- The PARIS payment solution does not integrate with Connect / Gladstone which is preventing online booking. ***The CIVICA ICON solution could be integrated to allow online booking.***
- The current web site design is not very exciting...this can / does limit the impact of web marketing of the Leisure Centre. ***An alternative sub site could be created to support the brand.***
- The phone system can be problematic with extensions not ringing.
- The leisure facilities operate outside of the current Capita support hours. Weekends obviously see a great deal of customer activity. This does expose the operation to a lack of support at certain times. If the system fails, staff must revert back to manual operations. This could be very problematic at peak periods. Also the failure of online booking services for extended periods could dissatisfy members. As the leisure centre has been refurbished and is providing additional services (Coffee, Retail, Online Booking) and is actively looking to increase revenues its support coverage may require a review. ***Consider increasing out of hours coverage for Leisure.***
- Managerial Staff do not have "out of hours" access to leisure documents or e-mails. If this was provided improved issue management could be provided at these times. ***The issue of a Blackberry device or tablet / laptop could be considered.***
- Pool water testing is done manually. It could be performed using hand held devices. ***A solution is being considered as it could increase efficiency.***

### 2.3.16 Revenues

- eFinancials works well for purchasing and invoicing. However, it is somewhat lacking in its Sundry Debtors functionality. eFinancials for example has no mail merge function. The data has to be exported in a file into word. ***Discussions should be had with the eFinancials supplier to explore additional Debtors functionality.***
- Document Image Processing is not available for Sundry Debtors (SD) or Housing

Rents (HR). DIP is used for Local Taxation. **A Document Management Solution applied to SD and HR would reduce the number of hard copies filed and improve document access.**

- Online self-service transactions are limited currently. Increasing the website online transaction capabilities would reduce the back office processing burden.
  - View of Council Tax account details and a means of making payments / setting up Direct debits
  - View of Rent account details and a means of making payments and setting up Direct Debits
  - View of Rate account details and a means of making payments / setting up Direct Debits

**Discussions could be had with the suppliers of the core systems Northgate and CIVICA and ABS to investigate their software capabilities.**

- The number of Business Rate related prosecutions has increasing due to the change in legislation regarding empty properties. This represents a Revenue increase opportunity. More inspections / cases could be investigated if the admin burden could be reduced.

### 2.3.17 Partnerships and Community Safety

- Some team members have very old mobiles. These work in terms of maintaining contact for staff safety. However, Helen's working life would be improved if she had a device that allowed access to e-mails while roaming.
- Anti-Social Behaviour incidents are recorded within an internally created database. While incidents can be reported, follow on actions and outcomes cannot. It is very difficult to track and audit trail ASB activities currently. **The database could be enhanced to record actions.**
- Safeguarding reports made by staff are currently made on a paper form. The details of reports are held on an Excel spreadsheet. The team will report any safeguarding concerns to the relevant partners and authorities. However, there is no application to record safeguarding reports and actions taken. **Essex County Council should be contacted and discussions had regarding using an ECC application. If this is not possible a simple database could be created by IT.**
- The information relating to ASB incidents and investigations into safeguarding concerns can be spread across a number of systems and drives (Housing within LAGAN, ASB database, Documents on the S Drive). This makes it difficult to pull reports together that relate to a specific address or individual that may indicate a social problem that requires action. **The data capture process should be reviewed to ensure all reports are captured in agreed applications. The potentially a data analysis tool like Business Objects could be used to bring a single view together for the user community. Alternatively the team could be given access to the relevant housing and Lagan modules.**

### 2.3.18 Regeneration

- The look and feel of the website does not lend itself to promotional activity
- The functional capabilities of the current site are limited (no flash, video, document libraries)
- Castle Point IE Browser does not support all the sites and multi-media activity undertaken by the team, with messages Firefox is being used now.
- The team have limited access to marketing graphic design software. Home copies of Adobe Photoshop are currently used. As good as the quality of the service is, facilities often do not have the capacity to do all Castle Point art work. **Castle Point could consider investing in additional copies of Adobe creative software. Leisure is investing. There may be a potential to share.**

- E-mails sent with social media logos in the signature have encountered transmission issues (returned mails being blocked). ICT is currently resolving.

### 3 THE INFORMATION DOMAIN

The 'Information' Domain describes the business data assets used by Castle Point on a day to day basis.

Castle Point holds business information in a variety of forms:

- Documents are held on secure server drives where access is securely managed. Usage of the corporate S drive is extensive as document management solution usage is limited currently.
- A number of departments utilise Microsoft Excel to manage core business and partner activities due to the lack of a core software solution. This is most prevalent in Facilities Management, Environment, HR and Partnerships and Community Safety.
- Documents are also held in a number of document management solutions by various departments:
- IDOX is used by Planning, Land Charges and Environmental Health
- Benefits and Revenues use DIP capabilities provided with CIVICA OPENRevenues.
- Legal use DIP capabilities with Open Files.
- Departments with core operational software solutions do store their business data in associated structured databases. All core software solutions have been fully described within the Applications Domain section above.
- A number of internally developed solutions exist on the Castle Point intranet. These solutions store data in mixture of Microsoft SQL Server and Microsoft Access 2007 databases.
- No data is stored on a desktop. All data is securely stored within a designated business application or on the managed corporate server drives.
- Paper hard copies of documents are held in departmental folders

Departments that do not operate a core application do store the majority of data in documents and spreadsheets on the corporate drives. This can cause additional admin effort being invested when locating files and answering FOI and Data Protection data requests. Increased usage of applications and document management solutions such as IDOX would improve the situation.

#### 3.1 DATABASES

A number of relational database technologies are deployed at Castle Point.

- Ingres is deployed to support OHMS Tenancy Management and CIVICA OPENRevenues.
- Oracle is deployed to support eFinancials, OHMS and UNIFORM
- Microsoft Access 2007 databases have been deployed by Finance and Castle Point IT in support of internally developed intranet solutions.
- Microsoft SQL Server is also used to support internally developed intranet applications.

Office 2007 (Access) has support until October 2017. Oracle will need a refresh in 2016.

## 4 THE TECHNOLOGY DOMAIN

The Technology domain describes the physical IT hardware (excluding desktops) and network assets used by Castle Point in its day to day operations.

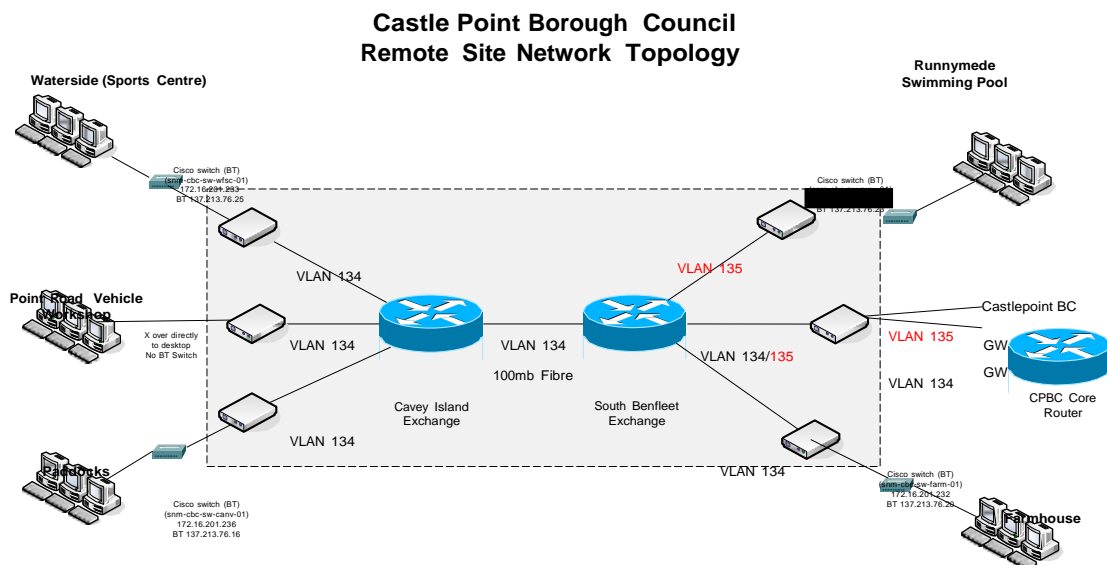
### 4.1 NETWORK

#### 4.1.1 Overview

The CPBC Network core is located at its main offices in Kiln Rd. There are five remote sites which are based around the borough and are connected via a DUCL (Daisy/Updata partnership) MPLS network. DUCL also provides management of this network.

Site connections are made up of multiple lines (forming a trunk). For example, the site connection to Kiln Road is made up of 8 individual lines, forming a single connection delivering a total bandwidth of 16Mb.

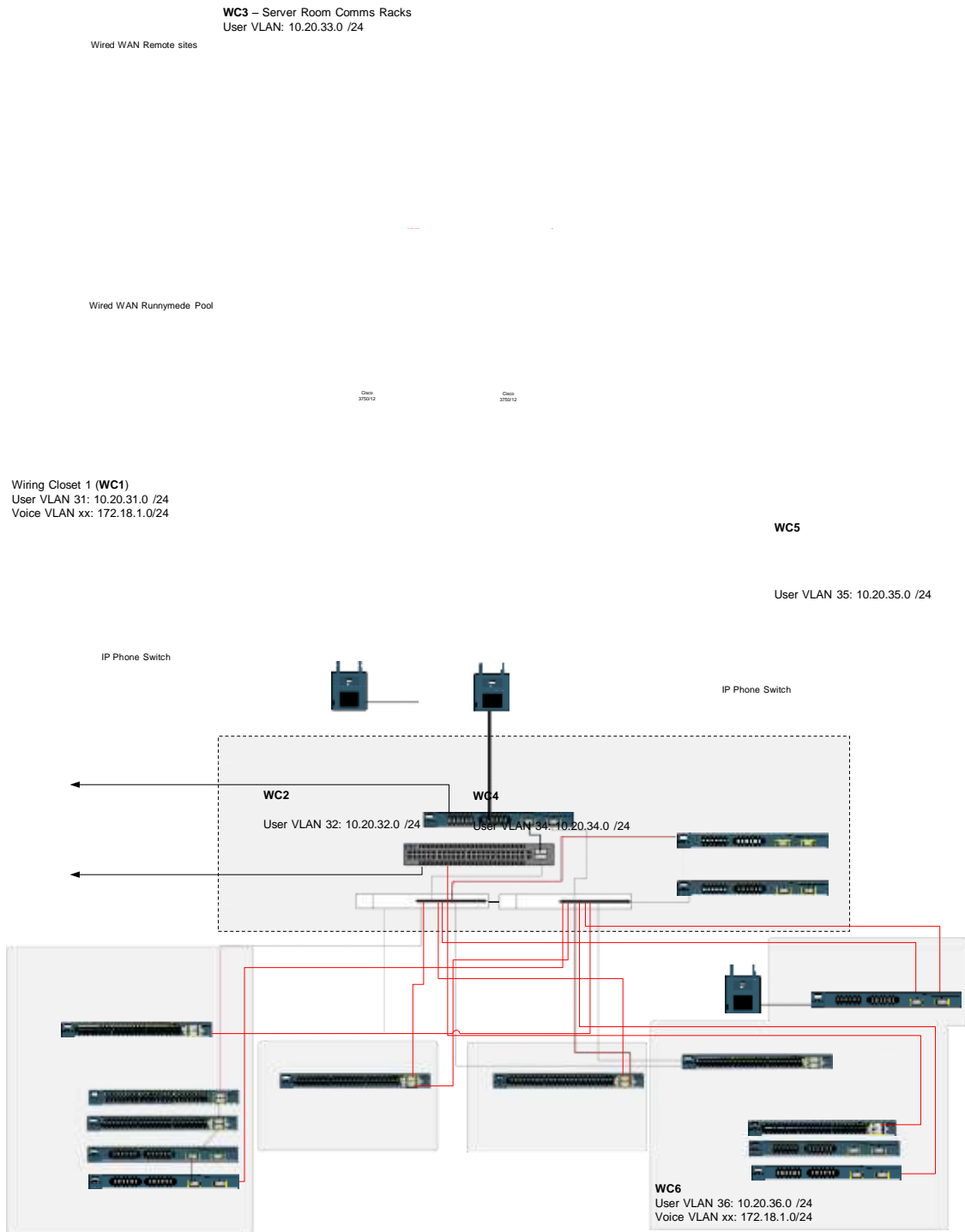
Site	Type	Speed	No. Lines in Trunk
Kiln Rd	MPLS	16Mb	8
Waterside Sports Centre	Fibre	50Mb	1
Point Road Workshop	MPLS	2Mb	2
Paddocks	MPLS	2Mb	2
Runnymede Pool	MPLS	8Mb	5
Farmhouse	MPLS	2Mb	2



#### 4.1.2 Kiln Road

The data network at Kiln Rd road is managed by two Cisco 3750 1Gbs stacked switches. These provide resilient fibre connectivity to the edge distribution switches and the Cisco 3750 stack that hosts the physical servers. Additional Juniper firewalls were installed in late 2013 to complement the perimeter boundary, and ensuring that the network is PSN compliant. The edge switches are made up of Cisco 2950 and 3550 models.

## CastlePoint LAN - Kiln Road



### 4.1.3 Telephony & Voice Over Internet Protocol (VoIP)

CPBC have invested in a Mitel 3300 IP Telephony solution for their “revs and bens” team. However, communication costs could potentially reduce with the deployment of a greater VoIP capability. To utilise VoIP further an investment in switches will be required. This would also require investment in either VOIP hard phones or a soft phone solution which would provide greater flexibility for



remote/mobile working.

#### **4.1.4 GCSx / PSN**

CPBC has historically engaged with other Essex authorities to share aggregated connectivity to the GCSx secure network; this has been their route to shared secure data systems such as DWP and secure messaging.

CPBC have now procured an individual DUCL based PSN network solution as the aggregated solution came to an end. The PSN solution is certificated.

#### **4.1.5 Essex Extranet**

CPBC is joined to the Essex CC Extranet which is an MPLS network supported by DUCL. The MPLS network is made up of connectivity between the local telephone exchanges to form a ring-style network so that the authority's connection is only to the local exchange and so reducing data costs. The Extranet will continue to operate in conjunction with the PSN network.

The Essex Extranet provides the ability to share data between participating Essex Authorities such as internal emails and applications. It also has the ability to provide SIP services to either hosted telephony solutions or onsite solutions provided by the DuCL partnership.

#### **4.1.6 Internet Provision**

Internet access for CPBC is provided by DUCL. A 10Mbps internet feed and DNS service has been made available through the Extranet MPLS network. CPBC also have an additional 10Mbps internet feed for an isolated guest Wi-Fi solution.

### **4.1.7 Guest Wireless**

Castle Point has implemented a guest Wi-Fi solution at its main building and also the two near-by buildings; Runnymede Hall and Pool. This solution utilises a Watchguard XTM515 firewall to double up as a wireless network controller. This has been linked through interface ports to a network switch to power the buildings wireless access points.

Castle Point has implemented two building to building wireless links which have given the ability to extend the wireless network to the two Runnymede buildings located immediately behind – where further access points have been installed.

Castle Point have also provided an additional guest wireless network at the Waterside Leisure Centre.

## **4.2 MICROSOFT LICENSES STRUCTURE:**

Castle Point has a Microsoft Select License agreement in place until 2016. At this point we recommend a review as license structures are being constantly updated. A review could be undertaken earlier if required by the council and Capita will bring any significant license structure changes to the council's attention if Capita believe savings could be achieved.

## **4.3 SERVERS**

The CPBC physical server infrastructure consists of a number of rack mounted HP ProLiant servers. A number of these servers were recently replaced as part of the Windows Server 2003 project. Also, the VMWare host software was upgraded to v5.5 to support the 50 instances of Virtual servers and the two Storage SAN's were replaced with HDS versions.

### **4.3.1 Virtualisation**

CPBC has an existing investment in a VMware 5.5 infrastructure and has achieved good levels of server virtualisation and consolidation.

There are two virtualisation environments in place at CPBC, one of them consists of four hosts with 46 virtual servers running in a high availability cluster, the other is consists of one host with four virtual servers running. This configuration was put in place by CPBC to ensure that any Oracle licensing restrictions are adhered to by keeping hosts tied to one physical server.

## **4.4 STORAGE**

The storage environment that provides the back-end to the clustered virtualisation environment is in the form of a HDS SAN environments.

### **4.4.1 Backups**

Virtual machine backups and file level backups are performed by the Netvault product. Nightly virtual machine snapshots are taken and file level saves where appropriate. Exchange is saved by snapshot as with SQL and Oracle. SQL and Oracle also have database exports to disk at file level which are also included in the backup. These are then archived off to tape and removed off site. There is resiliency built into the solution by means of a dual tape drive library allowing multiple operations and redundancy if one drive were to malfunction. There is no immediate need to review this solution although if server storage space increases then the capacity of the Netvault storage will need to be increased to cope with demand.

## **4.5 DATA CENTRE**

CPBC considered moving to an external data centre but this was proven to be not cost effective so the existing server rooms will continue to be utilised. The UPS protection has recently been upgraded and configured for automatic shutdown.

## **4.6 APPLICATION DEPLOYMENT**

Application deployment at CPBC is managed and achieved where possible by Active Directory Domain Service Group Policy. This is centrally managed and is used to customise the desktop and user experience and enforce security policies, but can also be used to deploy software.

Unfortunately not all applications can be deployed using this tool or patches of applications. It is also not suitable to ensure compliance of a deployed application as there are no reporting facilities on success or failure of a deployment of the application that can be centrally visible.

## **4.7 ANTI-VIRUS PRODUCTS**

The existing Kaspersky protection agreement was renewed recently. This procurement was supported by a preceding product assessment and options appraisal exercise. Kaspersky was deemed as the most cost effective solutions for CPBC.