Oldham
Council

<u>Delegated Officer Report</u>

Decision Maker:	Ray Ward, Executive Director for Corporate and Commercial Services
Date of Decision:	9th August 2018
Subject:	Business Objects Business Intelligence System
Report Author:	Dami Awobajo, Head of Business Intelligence Ext 1559
Ward (s):	N/A

Reason for the decision:

Using Business Objects Business Intelligence systems to ensure that performance and management information continues to be rapidly deployed to Managers and Senior Leaders in Children and Adults Social Care.

Summary:

Background
Business Objects is a business intelligence reporting software used to provide management and performance information to children and adults social care, OFSTED and to meet statutory obligations.

It was originally purchased prior to 2013 through the Servelec as a reseller. Since then Servelec (SCL) has developed their own reporting tool called Corius and no longer offer this reselling service. As a consequence Oldham's version of Business Objects has not been upgraded in the last 5 years and is currently out of support.

Furthermore the version of internet explorer needed to support Business Objects is not PSN compliant and is a barrier to upgrading all devices to Windows 10 a key work stream Oldham's ICT strategy.

During renegotiations with SCL a contractual stipulation was inserted to compelling SCL to

upgrade Business Objects by 31st March 2018. This has not happened.

Current Position
Despite several escalations to executive levels at SCL, Business Objects no progress has been made. Therefore Oldham has now sourced a new procurement with a new supplier.

This means that Business Objects can be implemented allowing Managers and Senior Leaders access to timely performance and management information. Statutory Obligations can be met and information can be provided to OFSTED. Further it allows the Council to be PSN compliant and removes a barrier to the delivery of the ICT strategy.

What are the alternative option(s) to be considered? Please give the reason(s) for recommendation(s):

Option A Do Nothing
Doing nothing this would mean:
- Oldham remains non-compliant with PSN
- The ambitions and benefits within the ICT strategy would not be realised.
- Business Objects will remain unsupported and there would be a continuing risk that if it were to fail there would be no remedy
- Managers and Senior Leaders would not receive timely performance and management information.
- There is a risk that Oldham would not be able to comply with statutory request or requests from OFSTED

Option B End the contract with SCL
This would mean
- The organisation would need to procure and implement a new social care system which would involve a lengthy migration. This would probably take 18 months to achieve.
- Managers and Senior Leaders have expressed satisfaction with the Mosaic system and considerable investment has already been made in configuring the system to meet Oldham's needs
- There are certain modules such as Signs of Safety that SCL offer that Senior Leaders in Social Care want to implement to further improve practice.

Option C Purchase the SCL Corius tool
This would mean
- There would need to be an implementation programme which could potential disrepute business as usual reporting

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- There would need to be significant investment in training in the use of Corius
- Corius can only be used to report from the Mosaic Social Care System
- Other sites that currently use Corius have reported significant issues with its capabilities.

Option D Implement Business Objects from a new procurement
This would mean
- Statutory obligations would be met
- Management and performance information would be provided to Managers and Senior Leaders and OFSTED
- Oldham would be compliant with PSN
- A barrier to the delivery of the ICT Strategy would be removed
- There would be no need for any significant investment in training as it is software that is current being used
- The upgraded version of Business Objects could be used to report from the Education System Synergy which would improve the access to Management Information
- It is potentially possible for the Business Objects to be used for reports from other database systems
- Oldham would retain rights to future upgrades of Business Objects which would be supported by a robust contractual arrangement

Consultation: including any conflict of interest declared by relevant Cabinet Member consulted.   N/A

Recommendation(s):   Implement Business Objects from a new procurement as set out in Option D

Implications:
What are the **financial** implications?   It is anticipated that there will be one-off costs and an annual support cost.

Item	Quantity	Cost
Business Objects Concurrent Licences	2	£129,094.00
Business Objects Named Licences	10	£ 20,170.00
Implementation		£ 28,140.00
Total		£177,404.00
Discount Applied		£ 49,744.74
Total One off Cost		**£127,649.26**
Annual Support		£ 21,892.08

From the above the one cost will be £127,649.26.
With an Annual Support of £21,892.08

The Annual Support can be offset by the Annual
Support Costs currently paid to SCL of £21,335.
This would be leave a shortfall of £557.08 which
would need to be covered by the cost centre that
supports Mosaic System.   (Dami Awobajo)

Capital Implications
The acquisition of the Business Objects software
will be a charge to the Corporate and Commercial
Services – IT - Harnessing the Power of Data
Capital programme.

The capital cost will be wholly incurred in 2018/19

Provision exists within the current and future years
to support this acquisition.   (Jit Kara)

Revenue Implications
The annual support costs of £21,892 for the
Business Objects software will be met from the
cessation of the payments to SCL (Corelogic) of
£21,335, coded to cost centre 63403, and the
balance of £557 from Adult Social Care Mosaic
Support, cost centre 63420. (Keith Witter 13 09
2018).

*What are the **legal** implications?*

*What are the **procurement**
implications?*

Framework Agreement: Crown Commercial
Services Technology Products 2 – RM3733.

The response to this requirement is made by
Insight as Prime contractor operating as a
Reseller with Acuma as a subcontractor.
Acuma has been registered by Insight with
Crown Commercial Service as a subcontractor
and is listed as such on the CCS website. As
part of this subcontractor process Acuma has
a signed contract with Insight confirming,
understanding and compliance to the terms
and conditions of Framework Agreement
RM3733.

*What are the **Human Resources**
implications?*

N/A

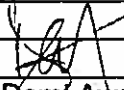|	
Risks:	There are no corporate level risks associated with the decision
Co-operative agenda	The delivery of ambitions for the Council will support the corporate objective to deliver good value services that support a co-operative borough by 'getting the basics right', being 'responsible with resources' and 'reforming public services'.

Has the relevant Legal Officer confirmed that the recommendations within this report are lawful and comply with the Council's Constitution?	Yes
Has the relevant Finance Officer confirmed that any expenditure referred to within this report is consistent with the Council's budget?	Yes
Are any of the recommendations within this report contrary to the Policy Framework of the Council?	No

List of Background Papers under Section 100D of the Local Government Act 1972:

There are no background papers for this report

Report Author Sign-off:	
	Dami Awobajo Head of Business Intelligence
Date:	9th August 2018

In consultation with the Executive Director of the Corporate and Commercial Services Directorate Ray Ward

Signed : _____ Date: 17/9/18