

Delegated Officer Report

Decision Maker: Shelley Kipling, Assistant Chief Executive

Date of Decision: 22nd December 2022

Subject: CorVu Decommissioning

Report Author: Gail M. Stott, Performance Improvement Lead

Ward(s): N/A

Reason for the decision:	<p>The Council's corporate performance management system, CorVu, was purchased in 2008 and implemented in 2010; it required a rolling 3-year maintenance licence - the last (Dec 2020 to 2023) being procured in July 2020. The CorVu system provides automated reports from data within the system; and performance management modules to monitor corporate measures, projects/actions and risks.</p> <p>CorVu has been used to support:</p> <ul style="list-style-type: none"> • the Council's business planning and to coordinate monitoring against business plan objectives (actions, measures & risks) • production of quarterly Corporate performance reports (CPR) • the provision of management information via circa 27 (15 live) corporate and service specific dashboards of varying complexity. <p>CorStrategy is now at 'end of life' - its licence ends in December 2023 and renewal is not an option as the supplier is discontinuing this product.</p> <p>Replacing the functions that CorVu performs is an integral part of the corporate BIPS (business insight, performance & strategy) project and other emerging corporate digital strategies. However, the timeframe for decommissioning CorVu has now reached a critical milestone, requiring it to be approved in isolation.</p>
Summary:	<p>Decommissioning the CorVu system must start by early 2023 and be completed by December 2023. 'Business as usual' needs to be maintained during this period and the transition to alternative corporate or service level reporting systems supported.</p>

<p>What are the alternative option(s) to be considered? Please give the reason(s) for recommendation(s):</p>	<p>The Service has carried out a thorough review of the ‘performance management’ systems available on the market; this included research/ benchmarking of other Local Authorities and demonstrations by providers. This research concluded that there was no viable product available to replace CorVu.</p> <p>The Service and ICT colleagues also met with the supplier to reconfirm that the product is truly at ‘end of life’.</p> <p>Having mapped the current processes and analysed the current use of the CorVu products, it was agreed that Power Bi, which is available as part of the Microsoft suite, can be used as a reporting tool, with view to its further development in the longer term. This would not be a final solution but a bridging option until the emerging corporate data management systems are available. This solution would also support services to become more self-sufficient in terms of managing and reporting on their performance.</p> <p>The cost of staffing would remain the same; however, capacity in the Service will be reduced as the transition arrangements are put in place.</p> <ul style="list-style-type: none"> • 5 staff will use existing Power Bi licenses (£65 per annum / per user = £325) • Corvu £17,832 per annum – Council owned contract, expiry date 28/12/2023. <p>There are no viable alternatives to this recommendation – to do nothing will impact on service and corporate capabilities to provide performance reporting and does not align with the strategic direction of the Council.</p>
<p>Consultation: including any conflict of interest declared by relevant Cabinet Member consulted</p>	<p>ICT colleagues have been consulted extensively regarding system requirements.</p> <p>Other local authorities have been consulted regarding viable systems.</p>
<p>Recommendation(s):</p>	<p>That the Council adopts the proposal that:</p> <ol style="list-style-type: none"> a. Service dashboards will be re-developed using existing ICT provisions to provide service level performance reporting, managed in service b. the CPR process will be adapted in the short / medium term to provide corporate level performance reports; this may require more manual input than at present but will allow for the output to be reviewed.
<p>Implications:</p>	
<p>What are the financial implications?</p>	<p>Corvu is being discontinued in December 2023. The current annual license costs are c18k per annum which is budgeted in the Strategy and Performance licensing budget.</p>

	<p>The £18k budget will be available from 2024/25 to fund the corporate alternative for reporting performance.</p> <p>(Nicola Harrop – Finance Manager)</p>
<i>What are the legal implications?</i>	<p>There are no legal implications; the current contract with the supplier of Corvu is coming to a natural and mutually agreed end.</p> <p>It is recognised that any solution (temporary or permanent) will need to be cognisant of the Council’s current approach to data security (in terms of IT systems and data). The proposal includes processes to fully understand and document the security requirements of each dashboard and then ensure the right technical architecture is put in place to protect the data being worked with before producing dashboards on local PCs.</p> <p>(Colin Brittain, Assistant Borough Solicitor)</p>
<i>What are the procurement implications?</i>	<p>There are no Procurement implications with this decision report. The Power BI Licenses will be Procured compliantly meeting the requirement of the Contract Procedure Rules</p> <p>(Steve Boyd, Head of Procurement)</p>
<i>What are the Human Resources implications?</i>	<p>Any staffing implications from ceasing the provision of CorVu are mitigated by those staff being aligned to similar alternative tasks until a permanent solution is implemented.</p> <p>(Vikki Morris, AD of HR&OD)</p>
<i>What are the Children and Young People Implications?</i>	<p>None</p>
<i>Equality and Diversity Impact Assessment</i>	<p>There is no requirement to complete an EIA as no groups with protected characteristics will be impacted by the decision.</p> <p>(Gail Stott, Performance Improvement Lead)</p>
<i>What are the property implications?</i>	<p>None</p>
Risks:	<p>The Council is obligated to decommission CorVu – to not do so would leave it open to a potentially critical failure or risk.</p> <p>The functionality of the CorVu system is primarily supported by one Officer; this arrangement (i.e., a single ‘super user’) presents a potential business continuity risk to the Council - the replacement of CorVu will eliminate this risk and ensure it does not reoccur.</p> <p>An additional risk to manage is that there are no Public Sector Network compliance implications from the need to access historic data recorded on CorVu.</p> <p>(Mark Stenson, Assistant Director of Finance)</p>

Co-operative agenda:	<p>As a Co-operative Council we are committed to ensuring our services are aligned to support and deliver the ambitions of the Council. The proposed approach will ensure better alignment across services, while ensuring the continued delivery of core statutory services.</p> <p>(Gail Stott, Performance Improvement Lead)</p>
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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

Reason(s) for exemption from publication:	none
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List of Background Papers under Section 100D of the Local Government Act 1972:-

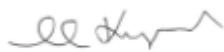
- There are no background papers for this report

Report Author Sign-off:	
Gail M. Stott, Performance Improvement Lead	
Date: 22.12.2022	

Please list and attach any appendices:

- There are no appendices for this report

In consultation with Shelley Kipling, Assistant Chief Executive



Signed:

Date: 13.01.2023