

APPENDIX 1

ICT Action Plan 2007/08 – Exception Report

Withdrawn Projects – Third Party

Project	Comment
Easy Access – Upgrade of Contact Centre Software	Delays in availability of third party upgrade have resulted in this project being delayed.
Implement new planning bill	Anticipated legislation was delayed and will be included within the 2008/09 plan.
Easy Access – Citizens Account	Delays in the availability of the infrastructure being developed by the Improvement Service have resulted in this project being postponed and will be included in the 2008/09 plan.
Energy management interface into financial system	Availability of third party data has resulted in this project being removed from the plan.

Withdrawn Projects – Change to Requirements

Project	Comment
Homecare and budget management	A review of the availability of the third party software has resulted in a change to the requirement with an in-house solution required.
Tranman commitment accounting	To avoid duplication of effort it has been agreed to implement the latest upgrade of the suppliers software prior to developing any interface.
Easy Access – Additional channels for contact centre	The Easy Access project focussed on the development of the telephone contact centre.
Absence management	Further investigation highlighted the return on the investment of resource into this project did not represent the most effective use of resource and as such the project was dropped.
Simplify vacancy management process	A national initiative to implement a national recruitment portal has resulted in a change of direction for this project and as a result was postponed. A project has been included in the 2008/09 plan.

Projects – Not Started

Project	Comment
Archiving purchasing information from financial system	Other essential work resulted in this project being postponed. It is however still required and will be undertaken during 2008/09.
Purchase card spend interface to financial system	This has been included within the eProcurement project within the 2008/09 plan.

Projects – Incomplete

Project	Comment
Card payments within tills management	This project was delayed as a result of obtaining card payment terminals. Agreement has been reached on the delivery of these terminals and the work will proceed in the next few weeks. (Estimated percentage completion 80%.)
Upgrade of payroll / personnel	This was a major upgrade deferred until after year end processing was complete. (Estimated percentage completion 70%.)
Payroll anniversary increments	This project is linked to the upgrade of payroll / personnel above. (Estimated percentage completion 90%.)
Server and storage rationalisation	Equipment configuration agreed with supplier and order placed. Dates for installation agreed and will be undertaken within the next quarter. (Estimated percentage completion 80%.)

(426752)