IT Strategy Capital Spend Summary

Type	2020-21 £000	2021-22 £000	2022-23 £000	2023-24 £000	2024-25 £000	Total £000
Application upgrade / Enhancement	75	484	338	270	270	1,437
Compliance Requirement	90	90	0	0	0	180
Infrastructure Requirement	189	1,575	465	440	195	2,864
Equipment Refresh or Replacement	1,369	2,235	882	666	620	5,772
Support Services	0	0	0	0	0	0
Funded by						
General Fund		3,507	1,515	1,306	1,015	7,343
HRA		877	170	70	70	1,187
Total additional requirement						**8,530**
Previously approved	1,723					1,723
Grand Total for IT Strategy	**1,723**	**4,384**	**1,685**	**1,376**	**1,085**	**10,253**

2020-21 Funding previously agreed

IT Strategy Revenue impact Summary

Type	2020-21 £000	2021-22 £000	2022-23 £000	2023-24 £000	2024-25 £000	Total £000
Application upgrade / Enhancement	51	126	126	311	126	740
Compliance Requirement	150	397	345	265	265	1,422
Infrastructure Requirement	99	337	244	244	287	1,209
Equipment Refresh or Replacement	35	206	183	243	243	910
Support Services	40	40	40	40	40	200
Funded by						
Previously approved / in-year	375					375
General Fund		1,106	938	1,103	961	4,108
Total additional requirement						**4,108**
Grand Total	**375**	**1,106**	**938**	**1,103**	**961**	**4,481**

2020-2021 Additional spend to be managed in-year

Capital

Type	2020-21 £000	2021-22 £000	2022-23 £000	2023-24 £000	2024-25 £000	Total £000	Funding
Application upgrade / Enhancement							
Business World Phase 2	20	230	220	220	220	910	GF
SQL Reporting Services	0	0	0	0	0	0	GF
Telephony Integration	10	0	0	0	0	10	GF
Bartec City Services IT Plan	0	204	68	0	0	272	GF
IT Technical Project Management	45	50	50	50	50	245	GF
Subtotal	75	484	338	270	270	1,437	
Compliance Requirement							
Server Refresh 2008	50	0	0	0	0	50	GF
SQL Upgrade	40	0	0	0	0	40	GF
Server Refresh 2012	0	0	0	0	0	0	GF
VMWare Server Licensing	0	0	0	0	0	0	GF
Microsoft 365 additional users	0	0	0	0	0	0	GF
Information Strategy and Governance	0	90	0	0	0	0	
Subtotal	90	90	0	0	0	180	
Infrastructure Requirement							
Edge Network Support	0	0	0	0	0	0	GF
Citrix Access Gateway Support	0	0	0	0	0	0	GF
Wi-Fi Support (QUOLCOM)	0	0	0	0	0	0	GF
SCOM Maintenance Scheduler	0	0	0	0	0	0	GF
Insurance claims handling system	60	0	0	0	0	60	GF
Housing Improvement - Northgate Upgrade	0	500	0	0	0	500	HRA
IT Staff Visual Studio upgrade (10 staff)	6	0	0	0	0	6	GF
GIS Mapinfo Upgrade (25 x licence & support)	38	0	0	0	0	38	GF
Client Case Management - Phase 2	0	250	50	50	50	400	GF
Application Rationalisation	0	220	220	220	0	660	GF
Housing Improvement - Device Refresh	0	70	70	70	70	280	HRA
Better Care self-serve financial assessment tool	0	35	0	0	0	35	GF
Desk booking / office management system	25	0	0	0	0	25	GF
Network Control Access	40	120	0	0	0	160	GF
CCM PDS	0	105	0	0	0	105	GF
Rentsense Case Management	0	50	0	0	0	50	GF
Application upgrade implementation resource	20	75	75	75	75	320	GF
Core Switch Upgrade and Maintenance	0	150	50	25	0	225	GF
Subtotal	189	1,575	465	440	195	2,864	
Equipment Refresh or Replacement							
VMWare Server Upgrade	0	100	0	0	0	100	GF
Housing Improvement - Total Mobile (Phase 2)	50	300	100	0	0	450	HRA
Bandwidth upgrade	0	0	0	0	0	0	GF
Video/Hybrid Meeting tools	0	50	0	0	0	50	GF
Telephony Headsets	75	65	0	140	0	280	GF
Desktop Refresh	1025	1425	510	510	510	3,980	GF
Security Firewall Upgrade	20	0	0	0	0	20	GF
DR Access Gateway Replacement	0	25	0	0	0	25	GF
Firewall and Load Balancers	34	20	22	0	0	76	GF
UPS Replacement	25	0	0	0	0	25	GF
Virtual server / Core infrastructure upgrade	0	15	125	16	110	266	GF
Libraries public PC upgrade	0	102	0	0	0	102	GF
Wifi solution for Libraries	0	20	0	0	0	20	GF
Improved bandwidth to SCC libraries	0	0	0	0	0	0	GF
Domain Controller replacement	0	4	0	0	0	4	GF
Housing Server replacement	0	7	0	0	0	7	HRA
Appointeeship CM system	0	45	0	0	0	45	GF
Contact Centre Telephony	125	0	0	0	0	125	GF
WebSense Hardware replacement	0	12	0	0	0	12	GF
Print Integration	0	0	100	0	0	100	GF
Wi-Fi Replacement	15	45	25	0	0	85	GF
Subtotal	1,369	2,235	882	666	620	5,772	
Support Services							
Additional Desktop Resource	0	0	0	0	0	0	GF
Subtotal	0	0	0	0	0	0	
Total Capital Spend	1,723	4,384	1,685	1,376	1,085	10,253	

Revenue

Type	2020-21 £000	2021-22 £000	2022-23 £000	2023-24 £000	2024-25 £000	Total £000
Application upgrade / Enhancement						
Business World Phase 2	15	15	15	200	15	260
SQL Reporting Services	1	1	1	1	1	5
Telephony Integration	0	5	5	5	5	20
Bartec City Services IT Plan	15	15	15	15	15	75
IT Technical Project Management	20	90	90	90	90	380
Subtotal	51	126	126	311	126	740
Compliance Requirement						
Server Refresh 2008	0	0	0	0	0	0
SQL Upgrade	0	0	80	0	0	80
Server Refresh 2012	60	60	60	60	60	300
VMWare Server Licensing	0	132	0	0	0	132
Microsoft 365 additional users	90	180	180	180	180	810
Information Strategy and Governance	0	25	25	25	25	100
Subtotal	150	397	345	265	265	1,422
Infrastructure Requirement						
Edge Network Support	60	60	60	60	60	300
Citrix Access Gateway Support	11	11	11	11	11	55
Wi-Fi Support (QUOLCOM)	4	4	0	0	0	8
SCOM Maintenance Scheduler	4	4	4	4	4	20
Insurance claims handling system	0	0	0	0	0	0
Housing Improvement - Northgate Upgrade	0	0	0	0	0	0
IT Staff Visual Studio upgrade (10 staff)	0	0	0	0	0	0
GIS Mapinfo Upgrade (25 x licence & support)	0	8	8	8	8	30
Client Case Management - Phase 2	0	115	0	0	0	115
Application Rationalisation	0	0	0	0	0	0
Housing Improvement - Device Refresh	0	0	0	0	0	0
Better Care self-serve financial assessment tool	0	0	26	26	26	78
Desk booking / office management system	0	0	0	0	0	0
Network Control Access	0	0	0	0	43	43
CCM PDS	0	0	0	0	0	0
Rentsense Case Management	0	100	100	100	100	400
Application upgrade implementation resource	0	15	15	15	15	60
Core Switch Maintenance	20	20	20	20	20	100
	99	337	244	244	287	1,209
Equipment Refresh or Replacement						
VMWare Server Upgrade	0	0	0	0	0	0
Housing Improvement - Total Mobile (Phase 2)	0	0	0	0	0	0
Bandwidth upgrade	35	130	130	130	130	555
Video/Hybrid Meeting tools	0	0	0	0	0	0
Telephony Headsets	0	0	0	0	0	0
Desktop Refresh	0	0	0	0	0	0
Security Firewall Upgrade	0	0	0	0	0	0
DR Access Gateway Replacement	0	0	0	0	0	0
Firewall and Load Balancers	0	0	0	0	0	0
UPS Replacement	0	0	0	0	0	0
Virtual Server upgrade	0	0	0	0	0	0
Libraries public PC upgrade	0	0	0	0	0	0
Wifi solution for Libraries	0	0	0	0	0	0
Improved bandwidth to SCC libraries	0	20	20	20	20	80
Domain Controller replacement	0	0	0	0	0	0
Housing Server replacement	0	0	0	0	0	0
Appointeeship CM system	0	0	23	23	23	69
Contact Centre Telephony	0	46	0	0	0	46
WebSense Hardware replacement	0	0	0	0	0	0
Print Integration	0	0	0	60	60	120
Wi-Fi Replacement	0	10	10	10	10	40
Subtotal	35	206	183	243	243	910
Support Services						
Additional Desktop Resource	40	40	40	40	40	200
Subtotal	40	40	40	40	40	200
Total Revenue Spend	375	1,106	938	1,103	961	4,481

Notes

- **Business World Phase 2** — On-going development of application and capacity to support effectively in the cloud envrionment
- **SQL Reporting Services** — Licensing for access to additional features within application
- **Telephony Integration** — New support contract relating to integration of telephone into MS Teams
- **Bartec City Services IT Plan** — Next stages of improvements to BARTEC solutions, integration and better processes. Part funded through City services
- **IT Technical Project Management** — Significant number of projects that need capacity for PM to deliver effectively

- **Server Refresh 2008** — SQL 2008 is end of life and requires upgrade/replacement
- **SQL Upgrade** — A number of applications require jump ro SQL 2019 to remain supported
- **Server Refresh 2012** — Additional license costs to ensure that all Windows servers are in the appropriate level.
- **VMWare Server Licensing** — Updated version of VMWare due in 21-22 and upgraded licensing will be rquired
- **Microsoft 365 additional users** — Current gap in users on payroll versus those with access to SCC IT Logins. Will ensure equitable access

- **Edge Network Support** — Needs renewing, no funding currently
- **Citrix Access Gateway Support** — Needs renewing, no funding currently
- **Wi-Fi Support (QUOLCOM)** — Needs renewing, no funding currently
- **SCOM Maintenance Scheduler** — Needs renewing, no funding currently
- **Insurance claims handling system** — Current system (jCad LACHS) needs replacement and updating.
- **Housing Improvement - Northgate Upgrade** — Housing application version is out of support. Requires upgrade and then new features used to change business delivery.
- **IT Staff Visual Studio upgrade (10 staff)** — Key tool for IT Application development and requires upgrading.
- **GIS Mapinfo Upgrade (25 x licence & support)** — Requires updating as current version not supported on Win10
- **Client Case Management - Phase 2** — Ensures capacity for on-going work on CCM once live so system does not stagnate.
- **Application Rationalisation** — To allow development work or capacity to ensure that applications are consolidated and costs released where functionality overlaps
- **Housing Improvement - Device Refresh** — Ensures that housing Trades staff can have access to appropriate equipment and rolling replacement funded as non-standard equipment.
- **Better Care self-serve financial assessment tool** — Will allow ASC financial assessments to be completed in a more timely manner.
- **Desk booking / office management system** — To support managment off office environment post COVID and in flexible manner
- **Network Control Access** — Upgrading remote access solutions, and the expected revenue costs in latter years
- **CCM PDS** — Integration of Health systems with social care platform
- **Rentsense Case Management** — Current application is unfunded in service and replacement needs to be sought]
- **Application upgrade implementation resource** — Support to enable upgrading of application services to ensure compliance and compatibility with O365
- **Core Switch Maintenance** — Core network switches become end of life and need replacing end of life network equipment

- **VMWare Server Upgrade** — On-going improvements to ensure that work progressed through current project continues
- **Housing Improvement - Total Mobile (Phase 2)** — Improved connectivity across sites and externally
- **Bandwidth upgrade** — Updated equipment, tools and training supporting members. Inc. new laptops and headsets/speakers. Also equipment for meeting rooms.
- **Video/Hybrid Meeting tools** — Replacement of avaya handsets and software requires headsets. Also links with better virtual meetings. Will avoid replenishing £240k of handsets
- **Telephony Headsets** — Completion of replacement of out of date desktop equipment, and establishment of on-going replacement in the future to ensure we remain up to date
- **Desktop Refresh** — Required to keep firewalls maintained and seucre
- **Security Firewall Upgrade** — Replacement of disaster recovery gateway for Dockgate 202
- **DR Access Gateway Replacement** — Required to expand capacity for web and remote access
- **Firewall and Load Balancers** — Secondary power supply replacement in key datacentre areas
- **UPS Replacement** — Ensuring the virtual server enviroment (supports 90% of on premise applications) remains up to date and suppported
- **Virtual server / Core infrastructure upgrade** — Public facing PC's for customers - greater use of digital tools for public
- **Libraries public PC upgrade** — Supporting greater access for public and staff
- **Wifi solution for Libraries** — Increased bandwidth enasbled where possible in yrs 2-5
- **Improved bandwidth to SCC libraries** — Replace out of date / end of life domain controller
- **Domain Controller replacement** — Replace end of life housing server
- **Housing Server replacement** — Implement a solution for managing appointeeship clients - currently managed via spreadsheet/access database
- **Appointeeship CM system** — Replace the Avaya contact centre telephony platform
- **Contact Centre Telephony** — Web filtering server / hardware to be replaced
- **WebSense Hardware replacement** — Integration of print services and new associated hardware and software
- **Print Integration** — Expanded programme to ensure coveres all buildings not just Civic and OGS

- **Additional Desktop Resource** — Capactiy for service desk team to support new services