BARNET
LONDON BOROUGH

MEETING	
BUSINESS MANAGEMENT OVERVIEW AND SCRUTINY COMMITTEE	
DATE AND TIME	
THURSDAY 13TH DECEMBER, 2012	
AT 7.00 PM	
VENUE	
HENDON TOWN HALL, THE BURROUGHS, NW4 4BG	

Dear Councillors,

Please find enclosed additional papers relating to the following items for the above mentioned meeting which were not available at the time of collation of the agenda.

Item No	Title of Report	Pages
4.	PUBLIC QUESTIONS AND RESPONSES	1 - 2

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Special Business Management Overview and Scrutiny Committee, 13 December 2012

Responses to Public Questions

Mr Ron Cohen:

According to the council report, Capita is going to invest £16M in IS in order to modernise the Council systems. However, according to the business case presented, it is actually around £7M. However, it is even less, according to report published in the Computer Weekly:

"[A council officer], commercial lead for the outsourcing, insisted the £8m was not simply Capita's cost of starting up the contract, transitioning staff and systems.

"It is a combination of transfer and transition, and the other component is a Barnet-specific investment to provide a data warehouse," he told Computer Weekly."

(http://www.computerweekly.com/news/2240173932/Capita-to-cut-70-of-staff-in-Barnet-council-outsourcing-deal)

1. Can the Council please provide a detailed breakdown of this sum, what part of it is new investment, and what parts are transition and transformation?

2. Can the Council provides the technical specifications of this IT upgrade (computing platforms, storage, network devices, software licensing etc)?

The figure of £17m in the business case is the total investment figure, which includes investment in IT, costs associated with transformation & training, and also investment not directly linked to the services – primarily the £500k that Capita will invest in a community development fund.

IT hardware and software represents a significant proportion of the £17m. This area of investment includes:
- *new finance planning and forecasting software (BPC)*
- *new HR systems and internal self-service tools*
- *a new Estates Management system*
- *improvements to network infrastructure management*
- *Customer Relationship Management software (Lagan, Capita Connect, Transversal)*
- *Workflow / productivity tools (K2)*
- *Insight, data warehouse, analytics implementation*
- *Website development*
- *Application integration tools*
- *Procurement P2P system (Integra).*

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