	Finance and Audit Scrutiny Committee – 9th June 2009	Agenda Item No. 10

Title	Document Management Solutions Programme
For further information about this report please contact	Andrew Jones Andrew.jones@warwickdc.gov.uk
Service Area	Deputy Chief Executive
Wards of the District directly affected	All
Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006	No
Date and meeting when issue was last considered and relevant minute number	Audit & Resources Scrutiny Committee October 2008
Background Papers	See above

Contrary to the policy framework:	No
Contrary to the budgetary framework:	No
Key Decision?	No
Included within the Forward Plan? (If yes include reference number)	No

Officer/Councillor Approval

With regard to officer approval all reports _must_ be approved by the report author's relevant director, Finance, Legal Services and the relevant Portfolio Holder(s).

Officer Approval	Date	Name
Acting Deputy Chief Executive	27/05/09	Andrew Jones
Chief Executive		
CMT		
Section 151 Officer		
Legal		
Finance		
Portfolio Holder(s)		

Consultation Undertaken

Please insert details of any consultation undertaken with regard to this report.
N/A

Final Decision?	Yes
Suggested next steps (if not final decision please set out below)	

1. **SUMMARY**

1.1 The Document Management Solutions Programme was agreed by the Executive in October 2008 and consisted of three projects: the introduction of IDOX document management solution in Development Control; the development and implementation of a MOSS scan and store solution for Housing Strategy; and the trialling of MOSS as a document sharing/collaboration tool in ICT and Policy and Performance.

1.2 The IDOX project is complete and has replaced the previous document management system; the scan and store system has been developed and tested but not implemented; the MOSS pilot has been tested within Policy and Performance but a lack of resources has prevented a full exploration of the pilot within ICT.

2. **RECOMMENDATION**

2.1 Finance and Audit Scrutiny Committee note that phase one of the Programme has delivered the forecast revenue saving of £70,000 and has only spent £43,400 of the allocated £62,000 capital budget with the balance being returned to the General Fund Capital Resources.

3. **REASONS FOR THE RECOMMENDATION**

3.1 The Programme has been under scrutiny from the erstwhile Audit and Resources Committee following the evaluation of the EDRMS project. It is therefore pleasing to report that this Programme has been undertaken within its budgetary constraints.

3.2 The Programme was intended to demonstrate that there were a number of different options for document management that could be made available to Managers. The outcomes of this Programme confirm that there are options available to Service Mangers.

4. **ALTERNATIVE OPTION CONSIDERED**

4.1 There is not an alternative to evaluating the outcomes of the programme. The options for the future of document management have to be considered in the light of the Budget and Improvement Programme vision and blueprint.

5. **BUDGETARY FRAMEWORK**

5.1 Two support contracts have been discontinued as a result of implementing the IDOX document management solution in Development Control. The net annual revenue saving from this is £33,600. A further £37,000 saving has been made by removing the Records Manager post from the establishment.

5.2 Each of the three projects is within budget and have reached the point where no further expenditure is required. Most of the savings arose from not requiring technical consultancy on the Housing Strategy and ICT/ Policy and Performance projects.

6. **POLICY FRAMEWORK**

6.1   Managing documents within an electronic framework is the only reasonable way to ensure robust document retrieval, reduce storage space both real and virtual and to improve processes within Council Services. The Corporate Strategy priority to use best practice to improve service delivery embraces this approach.

7.   **BACKGROUND**

7.1   Programme.

7.1.1   The Programme consisted of three projects which were designed to test the principles of three types of document management solutions:

- service specific solutions linked to operational IT systems;
- a generic capability to scan and store documents using already bought and paid for technology which could be made available across the Council;
- the potential for better collaboration and document management within a team that did not have a dedicated 'back office' system.

7.1.2   Implement IDOX document management solution in Development Control.

This project is complete. All new applications and correspondence are being scanned into the new system. IDOX workflow is used to manage tasks. Some technical issues arose which affected the publishing of documents onto the website but these have now been resolved. The Building Control service has started a project to take advantage of the technology.

7.1.3   Develop and implement a MOSS scan and store solution for Housing Strategy.

The system has been fully developed and tested and has the capability to deliver electronic Home Choice application forms to desktops within Housing Strategy. The project has stalled due to ongoing discussions about the back scanning of existing files. However, this may be fortuitous as the Housing software provider has now developed its own document management solution. Culture is, however, using the solution to store documents.

7.1.4   Deploy Microsoft Office Sharepoint Server (MOSS) within ICT Services/Policy and Performance Teams.

This project has made only modest progress within ICT, as shortly after commencing the project ICT resources had to be moved over to other projects. A number of technical issues arose which, because of other commitments, ICT have been unable to resolve. Nevertheless, MOSS is being used by most of ICT's project managers. The bulk of ICT's documents remain on the Council's computer network. Policy and Performance has tested the Communications, Collaboration and Project and Task capabilities of MOSS. Unfortunately technical issues have prevented them from using the document management capabilities.

7.2   Learning.

7.2.1   The original intention of the first phase was to demonstrate that there could be a range of solutions available for Heads of Service to consider in reducing physical document storage and improving processes through the use of technology. It was anticipated that there would be a Phase II for the programme that would see a scan and store solution rolled out to those areas that needed it and service areas would submit business cases to the ICT Steering Group to justify a document management solution that integrated with their back office system. It was also anticipated that the pilot exploration of MOSS as a collaboration and document

management tool would provide enough learning to decide on future usage across the Council.

7.2.2 The experience of Phase I of the programme has demonstrated that the demands placed on the capacity within ICT will have a determining effect on the success of projects that require an IT intervention.

7.2.3 Since the start of the Phase 1 programme in October 2008 there have been a number of changes that should inform the future options being considered. These include the introduction of the Budget and Improvement Programme and the introduction of lean systems thinking.

8.0   CONCLUSION

8.1   Phase 1 of the Document Management Solutions Programme has been a partial success. Development Control has a new document management system which integrates successfully with their back office system. This mirrors the success in Revenues and Benefits and verifies the decision to move away from a corporate document management system. The concept of a scan and store process in MOSS has been developed but not yet tested in Housing Strategy although it is live in Culture. The features that MOSS can offer as a collaboration and communication tool have been tested by a team who have to collaborate and communicate in order to work effectively. Some successes have been had but the team can also continue to work effectively without the features provided by MOSS. The ability to share and work on documents has been hampered by the technology issues which have yet to be resolved.

8.2   In moving forward the need for document management solutions must be aligned to the Budget and Improvement Programme. Each new project will have to either produce real savings in terms of lettable space released within the building and employment saving or a vastly improved experience for the customers who ultimately receive the service; preferably both outcomes.