

FINANCE AND INFORMATION TECHNOLOGY COMMITTEE
11th March 2003

UPGRADE OF ACCESS INFRASTRUCTURE

REPORT BY THE DIRECTOR OF INFORMATION TECHNOLOGY

ABSTRACT

This report recommends the purchase and implementation of a Server and associated software products to facilitate an enhanced environment for the ACCESS operation.

1. RECOMMENDATION

The committee is recommended to approve the purchase of a server and associated software products at a total estimated cost of £4,500 which will be funded from the 2002/03 Department of Information Technology revenue estimates.

2. BACKGROUND

The computer systems required to support the ACCESS Line operation, implemented in November 1999, were designed and developed by the Department of Information Technology. However, even at that early stage of development, a strategic decision was taken to ensure the computer system could sustain functionality across multiple channels of service delivery, e.g. telephone, face to face, web site etc.

At this point in time, the systems are used not only by ACCESS Line but also the ACCESS Offices in Monifieth, Carnoustie, Montrose and Kirriemuir. The Services section of the council web site, angus.gov.uk, also uses the same operational functionality.

However, in addition to the increases caused by additional channels, activity levels within the ACCESS operation are also continuing to rise. The attached tabulation contains call figures for the ACCESS Line operation from April 2002 to January 2003.

3. CURRENT ACTIVITIES

Several activities are currently underway that will also increase the usage of the ACCESS computer systems.

- The new ACCESS Office planned for Brechin is due to open in April 2003.
- Work is on-going to identify improvements in counter services within Forfar.
- The Services section of the council web site is continuing to expand

4. PROPOSED ACTION

Given the ever increasing rise in the number of requests for service being handled by the ACCESS operation, and the planned increase in ACCESS channels, it is proposed to replace the current Server.

The new Server will be configured to accommodate not only the current levels of activity, but also the likely increase due to the factors previously identified.

5. FINANCIAL IMPLICATIONS

The cost of the Server and associated software products can be contained within the current Department of Information Technology 2002/03 revenue budget.

6. HUMAN RIGHTS IMPLICATIONS

There are no direct human rights implications arising from this report.

7. CONSULTATION

The Chief Executive and Directors of Law and Administration and Finance have been consulted in the preparation of this report.

**A Greenhill
Director of Information Technology**

NOTE: No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above Report.