REPORT NO 246/11
ANGUS COUNCIL
SCRUTINY AND AUDIT SUB COMMITTEE – TUESDAY 5 APRIL 2011
REPORT BY THE DIRECTOR OF NEIGHBOURHOOD SERVICES
TOREX (XN) LEISURE SYSTEM UPDATE

ABSTRACT: This report provides an update on progress with the action plan recommendations from Internal Audit reports 09/09 and 09/10.

1. RECOMMENDATION(S)

It is recommended that the Sub-Committee:

(i) Note the progress made within the content of this update report;

(ii) Defer any final decision on the long term future of the Leisure System until the outstanding actions, as agreed with the supplier, are concluded,

2. BACKGROUND

Reference is made to Item 9 of the minute of meeting of the Scrutiny and Audit Sub Committee of Tuesday 17 November 2009, audit report 09-09 dated 27 October 2009, and the recommendation that update reports, including any outstanding actions would be brought back to future sub committees.

3. CURRENT POSITION

XN Audit Update

3.1 A review meeting with XN was arranged for February 23 2011 which followed a Technical Site Visit by XN on 25 and 26 October 2010. The meeting was chaired by the Director of Neighbourhood Services with representatives from Finance, IT and Leisure Services and XN Leisure. Whilst there are still some performance issues to be resolved, in the main progression has been made since the last update report to this sub-committee on 18 May 2010.

3.2 The continuing poor performance of the system was discussed at length highlighting

- the ongoing problems that Leisure Services are encountering,
- the recent site survey,
- housekeeping / archiving
- results of the testing that Leisure Services had undertaken.

3.3 There were a number of actions put forward following the detailed discussions.

- Accelerate the replacement of the existing SQL Server - to be procured by AC – timeline, 31 March 2011.
- XN to carry out testing benchmarking as an exercise from the timed testing that AC has already carried out. After testing has been completed a benchmark transaction time will be forwarded to AC.
- XN to carry out switchover to new server and upgrade AC to Advantage 9.6 during April 2011, date to be confirmed

3.4 The outstanding audit issues were addressed at the meeting with XN identifying proposed solutions to each of the issues.

Outstanding issues:

1. Systems Administrator Access Issue
An audit trail report is now live on the system. This report details which level of category each user logs on with.

2. Data Cleansing Issue

XN have agreed to carry out a housekeeping module free of charge, however, it will be necessary to establish exactly what data needs to be cleansed and how this data will be stored should we wish to interrogate it in the future.
XN and Angus Council staff to discuss how this process of carrying out housekeeping / archiving on the system will proceed.

3. Password Issue

The XN system now offers an option on the management module to limit password length and prevent users using the same password.

4. Lock Out Issue

The XN system now offers an option on the management module to limit the number of log on attempts.

5. Sessions Issue

The XN system now offers a mapping solution where memberships can be mapped to price structures hence negating the sessions problem where users could choose a price structure for sessions.

6. Paid Bookings Re-Opening

The XN system does not adhere to the AC requirements stipulated in our tender documentation, i.e. you can open up bookings after they have been paid off and adjust them. This issue has not yet been resolved however XN are addressing it through extensive work on the management bookings module and it will be addressed in the next version of Advantage.
Details of future work plans were distributed by XN.

4. FINANCIAL IMPLICATIONS

4.1 The planned replacement costs for the new server are contained within the current Leisure Services revenue budget

5. HUMAN RIGHTS IMPLICATIONS

5.1 There are no Human Rights implications associated with this report

6. EQUALITIES IMPLICATIONS

6.1 The issues dealt with in this report have been the subject of consideration from an equalities perspective (as required by legislation). An equalities impact assessment is not required.

7. CONSULTATION

7.1 The Chief Executive, Director of Corporate Services, Head of Finance and Head of Law and Administration have been consulted in the preparation of this report

8. CONCLUSION

8.1 Whilst there was evidence presented to indicate that the issues were, or had been addressed they have not, as yet, been tested on a live Angus Council environment.

In order for this to be done the new server requires to be installed and configured to allow the latest version of the XN software to run across all sites with the performance monitored and evaluated.
A further report with further recommendations will be prepared following this evaluation and presented to the appropriate committees.

RON ASHTON
DIRECTOR OF NEIGHBOURHOOD SERVICES

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 a material extent in preparing the above report.

NS/RA/AW