

DUNDEE CITY COUNCIL

REPORT TO: FINANCE COMMITTEE - 12 FEBRUARY 2001
REPORT ON: PURCHASE OF COMPUTER SOFTWARE
REPORT BY: DIRECTOR OF FINANCE
REPORT NO: 96-2001

1.0 PURPOSE OF REPORT

- 1.1 The purpose of this report is to seek authorisation for the purchase of computer software for use by the Revenues Division of the Finance Department.

2.0 RECOMMENDATION

- (a) The Committee is asked to approve the purchasing from Intec for Business Ltd of three software packages namely:-

Protos On-line (Manuals)
InCase (Fraud Management)
InTime (Fraud to Verification Framework)

together with the necessary consultancy, installation and training facilities.

- (b) That the Finance Department work with Intec and other Councils to develop a marketable procedure manual.

3.0 FINANCIAL IMPLICATIONS

- 3.1 The cost of purchasing the three integrated software packages for the Revenues Division is £29,150 and this can be contained within the Finance Department's 2000/2001 Revenue Budget.
- 3.2 The ongoing licences and support fees for the three packages is £5,080 per annum and this also will be contained within future Revenue Budgets of the Finance Department Revenues Division..

4.0 LOCAL AGENDA 21 IMPLICATIONS

None

5.0 EQUAL OPPORTUNITIES IMPLICATIONS

None

6.0 BACKGROUND

- 6.1 Since the Benefit Fraud Inspectorate report of June 1999 the Revenues Division has successfully dealt with many changes to their working practices including the introduction of a document image and workflow system and more recently the conversion of their core Council Tax and Benefit computer systems to new software.
- 6.2 Every effort is being made to ensure that accepted best practice either exists or is introduced in relatively short timescales.

- 6.3 The provision of detailed procedural manuals is essential to the operation of the Division and has been the aim of the Division for some time and their provision will certainly be considered best practice. Such manuals will allow staff to further develop a self-help culture and to rely less on supervisors for technical assistance. These manuals should also reduce the amount of knowledge an individual requires to retain and should as a consequence assist in the training of staff.
- 6.4 In order to be fully effective these manuals require to be available to staff on-line.
- 6.5 The Protos software not only facilitates the development of written on-line manuals but also allows procedures to be displayed simultaneously in a diagrammatical format.
- 6.6 Intec for Business Ltd has been chosen as our preferred supplier of Protos as they are prepared to match, free of charge, the number of consultancy days purchased, for this product, by Dundee City Council (13 days). In addition, Dundee City Council, along with a few other Councils, will work together with Intec to develop a 'basic' procedural manual which would be marketed on the Internet by Intec. The successful marketing of the product will allow Intec to refund £6,500 of the cost of the consultancy purchased by Dundee City Council.
- 6.7 The overall effect of this collaborative exercise should be to accelerate the development of online procedure manuals while at the same time minimising the cost to this Council.
- 6.8 In response to the Benefit Fraud Inspectorate report the Council undertook to replace the Fraud management system presently in use which through age is no longer effective. Intec have developed a system which satisfies this Council's requirements and indeed is in use in over 80 local authorities. The system is known as InCase.
- 6.9 The system will allow staff to manage their Fraud case load more effectively and will provide improved management reports and statistical analysis, including assistance in producing government returns.
- 6.10 Also in the response to the Benefit Fraud Inspectorate report the Council undertook to implement the Fraud Verification Framework. A detailed report on the implications of the Framework's installation will be placed before the Council at a later date. However, in order to assist staff in the detailed planning of it's introduction and implications, computer software is required to assist in the planning and the logistical implications of the many thousands of property visits that will be required.
- 6.11 Intec for Business Ltd has developed a system that will fit this Council's needs. The system is presently used in about 25 Councils.
- 6.12 The administration and support of these three computer software packages will be made easier by using one supplier.

- 6.13 Interfaces will be required to be written for InCase and InTime by the Council's IT Department in order to fully utilise the software's potential. The development of such interfaces should be made easier as a result of having one developing company.

7.0 CONSULTATION

- 7.1 The Director of Personnel and Management Services and the Acting Director of Information Technology have been consulted on the preparation of this Report..

8.0 BACKGROUND PAPERS

No back ground 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.

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David K Dorward
Director of Finance

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Date