

REPORT

To: POLICY AND RESOURCES (FINANCE & CUSTOMER SERVICES) SUB-COMMITTEE		Subject: LOCAL CITIZEN ACCOUNT – MULTIVUE SYSTEM
From: HEAD OF E-GOVERNMENT & SERVICE DEVELOPMENT		
Date: 28 October 2014	Ref IMcK/PT :	

1. Purpose of the Report

1.1. The purpose of the report is to inform Committee of the arrangements made to continue the use of the MultiVue system supplied by VisionWare to support the operation of the local citizen account, associated costs and ongoing monitoring arrangements.

2. Background

2.1. In 2005 Policy and Resources Committee approved the purchase of unique software, MultiVue from VisionWare, to support the creation and operation of the local citizen account.

2.2. Since 2005, this has included significant development and additional investment and the citizen account now underpins the Councils engagement with the national mygovscot initiative. It also ensures that the Council is able to process life event information (e.g. changes of address, deaths, births, etc), enables access to on-line service provision and plays a key role in Health and Social Care Integration.

2.3. The citizen account has been built on the MultiVue system which allows multiple back office systems to be indexed to a single unique identifier. This approach allows back office systems to retain their own local identifiers ensuring that customer data is kept safe and secure at all times.

2.4. There is no other comparable multi-indexing system available on the market with the capability to provide this functionality. Even if a comparable system was to become available on the market, the adoption of a new system at this stage would likely result in disproportionate costs and difficulties for the Council in terms of introducing a new system, staff training and the reworking of essential business integrations and linkages with other Council systems.

3. Corporate Considerations

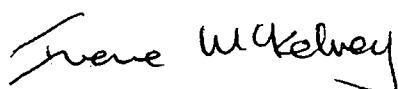
3.1. The ongoing annual maintenance costs for MultiVue are:

Product	Annual Maintenance
eCare Adaptor Disaster Recovery	£287
MultiVue with Unlimited Service Connections	£21,596
Multi-Tenancy	£10,042
Citizen Index	£7,173
Citizen Account Data Adaptor	£3,105
Chroma Application	£1,521
Verus	£3,970
MultiVue Adaptor for Lagan CRM	£3,695
Total	£51,389

- 3.2. In addition, to ensure that life event information can be sent to all appropriate back office systems there will be a need to spend £25,000 annually to further develop integrations and linkages with other Council systems. This work will not add to the maintenance costs.
- 3.3. This is an average figure as the cost in any one financial year could be as high as £35,000 depending on the number of systems available and the integrations required. This will be balanced by correspondingly lower spending in other years. Each of these integrations will be supported by their own business case.
- 3.4. Annual monitoring will take place to ensure that the MultiVue system continues to provide best value for the Council and that no viable alternatives are available in the marketplace.
- 3.5. The performance of VisionWare as the provider of the MultiVue system has been satisfactory, there is no concern with the providers ongoing financial viability.
- 3.6. The Executive Director Corporate Services has been consulted and approved this course of action

4. Recommendations

- 4.1. It is recommended that committee note;
 - the projected spend on annual maintenance and system integrations;
 - the annual monitoring arrangements set out at para 3.4 of the report; and
 - the continued use of the MultiVue system by VisionWare to support the operation of the local citizens account.



Head of E-Government & Service Development

Members seeking further information on the contents of this report are asked to contact Irene McKelvey, on tel. 01698 302532 or Peter Tolland on 01698 274385.