Access to Public Information Response

June 22nd 2017

REQUEST UNDER THE CODE OF PRACTICE FOR ACCESS TO PUBLIC INFORMATION

Request sent on June 22nd 2017:

Dear Sir or Madam

1. Who supplies your current (Children's & Adults) social care case management system(s)?
2. Are you planning to replace your social care case management system(s) in the next two years, or are you already in the process of replacing it? If "yes", please answer the following questions:
3. By what date are you planning to formally select a new supplier/product?
4. By what date will the contract commence?
5. By what date will you start to work formally with the new supplier to implement the new product (i.e. project kick-off)?
6. What is the planned go-live date for the replacement system?
7. How much money have you allocated for this project, excluding payments to be made to the new supplier? Please provide a breakdown of the costs
8. What reporting tools & reporting software do you currently use in conjunction with your current social care case management system(s)? For example, Business Objects; SSRS; Crystal Reports etc.
9. What reporting tools & reporting software do you plan to use in conjunction with your replacement social care case management system(s)?
10. Is this your current case management system hosted on site, or is it externally hosted?
11. Will your replacement social care case management system(s) be hosted on-site, or externally hosted?
12. How many people directly employed by your Local Authority will be involved in the implementation of the replacement social care case management system(s)?
13. Please specify the roles they will carry out? For example, Systems Admin; User Admin; Database Admin; Data & Performance Mgt; Data Cleansing; Data Migration; Training; Business Analysis; Project Manager; Supplier/Relationship Management; Super-User Application Support etc.
14. Please state how much time (FTE) is allocated to each role?
15. Are you planning to engage an external supplier provide services to assist with the implementation of the replacement social care case management system(s)?
16. If so, please specify the services they will deliver? For example, Systems Admin; User Admin; Database Admin; Data & Performance Management; Data Cleansing;

Data Migration; Training; Business Analysis; Project Management; Supplier/Relationship Management; Super-User; Application Support etc.

17. According to your project Risk Register, what are the top three risks associated with this implementation?

18. What is the name of the Senior Responsible Officer for this project?

<u>States of Guernsey response sent on July 20th 2017:</u>

1. **Who supplies your current (Children's & Adults) social care case management system(s)?**
   Inter-systems for Adults. Children's see below.

2. **Are you planning to replace your social care case management system(s) in the next two years, or are you already in the process of replacing it? If "yes", please answer the following questions:**
   We are in the process of replacing our Children's case management system having awarded the contract in February of this year to Serverlec.

3. **By what date are you planning to formally select a new supplier/product?**
   See 2)

4. **By what date will the contract commence?**
   See 2)

5. **By what date will you start to work formally with the new supplier to implement the new product (i.e. project kick-off)?**
   Work has already commenced on the detailed design and configuration of the Children's Case management systems.

6. **What is the planned go-live date for the replacement system?**
   The system is scheduled to go live in December 2017.

7. **How much money have you allocated for this project, excluding payments to be made to the new supplier? Please provide a breakdown of the costs**
   This project is largely a turnkey solution. To provide information about the money allocated, excluding payments to the supplier, could be prejudicial and result in unwarranted invasion of privacy (in terms of salary detail) Section 2.12 of the Code).

8. **What reporting tools & reporting software do you currently use in conjunction with your current social care case management system(s)? For example, Business Objects; SSRS; Crystal Reports etc.**
   Business Objects and SQL reporting

9. **What reporting tools & reporting software do you plan to use in conjunction with your replacement social care case management system(s)?**
   Business Objects and SQL reporting

10. Is this your current case management system hosted on site, or is it externally hosted?
Hosted within the States of Guernsey infrastructure.

11. Will your replacement social care case management system(s) be hosted on-site, or externally hosted?
Will be hosted within the States of Guernsey infrastructure.

12. How many people directly employed by your Local Authority will be involved in the implementation of the replacement social care case management system(s)?
Approximately 12.

13. Please specify the roles they will carry out? For example, Systems Admin; User Admin; Database Admin; Data & Performance Mgt; Data Cleansing; Data Migration; Training; Business Analysis; Project Manager; Supplier/Relationship Management; Super-User Application Support etc.
With a small team roles are shared amongst the team across all the appropriate project disciplines

14. Please state how much time (FTE) is allocated to each role?
2 dedicated FTE for the duration of the project with service leads participating as required.

15. Are you planning to engage an external supplier provide services to assist with the implementation of the replacement social care case management system(s)?
No.

16. If so, please specify the services they will deliver? For example, Systems Admin; User Admin; Database Admin; Data & Performance Management; Data Cleansing; Data Migration; Training; Business Analysis; Project Management; Supplier/Relationship Management; Super-User; Application Support etc.
N/A

17. According to your project Risk Register, what are the top three risks associated with this implementation?
To answer this question would be commercially and operationally prejudicial and could lead to improper gain or advantage (Section 2.3 of the Code).

18. What is the name of the Senior Responsible Officer for this project?
IT Business Partner