



**Decision Ref. No.
B015/17**

DECISION RECORD ¹

Officer Key Decisions are subject to the Council's Call-In Procedure (Annex 9 of the Council's Constitution <https://www.hertfordshire.gov.uk/about-the-council/freedom-of-information-and-council-data/open-data-statistics-about-hertfordshire/who-we-are-and-what-we-do/who-we-are-and-what-we-do.aspx>)

Subject: Potential provision of electronic document records management software following review of existing solution.

Staff Contact: Stuart Campbell

Executive Member: David Williams

Tel: 01992 588397

Portfolio: Executive Member for Resources, Property & the Economy

1. Decision

To upgrade the Council's electronic document records management system (EDRMS) to the latest version by 31st May 2018. The cost of this is expected to be £496,006.16 and funding for this work has been identified through existing technology budgets.

The Council is proposing to move to the latest version of 'Livelink' by May 2018. The system is integrated with a number of the Council's major back office systems and currently provides essential, secure records management controls. The current version is currently in a period of extended support, which ends in 31st May 2018.

The proposal moves the solution to a more cost effective platform and ensures ongoing support for the product post May 2018.

2. Reasons for the decision

The Council conducted a thorough investigation of options; including utilising existing software, procurement of new, upgrade of existing and hosted, cloud and on premise solutions. Due to the integrations in place between Livelink, Social Care Applications, SAP and others, coupled with consideration over the risks associated with the system falling out of support, the above recommendation has been reached.

The project has considered different upgrade approaches and this approach offers both the lowest cost and shortest timeframe due to the innovative approach taken in the upgrade. The approach has been ratified using a proof of concept (POC).

- Represents the best value option, financially.
- Upgrading would resolve the current block against livelink users upgrading to Windows 10.
- Addresses risk of data held in Livelink in unsupported software.
- Would achieve both HCC's aims, to get a supported EDRM solution before May 2018, and also assist with a corporate move away from Oracle databases, which are more expensive to run.
- Avoids the need for a separate project to move from Oracle to SQL databases at a later date.
- Can be delivered through the SMS contract.
- The specialist provider is the author of the majority of the bespoke modules in Livelink used by HCC and have been the supplier of choice for Serco to assist in this specialist area for many

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years. Therefore, the selected supplier has an intimate knowledge of HCC's existing setup, which would otherwise present significant risk to an alternative supplier.

3. **Alternative options considered and rejected** ²

1. **Do nothing**

Although stable at present, the current version will no longer be supported by the product owner from 31st May 2018. Not taking any action could leave records at risk, should the product fail.

2. **Store records in primary line of business systems** Existing systems were found not to be suitable. The Council must be able to demonstrate authenticity and versioned changes to records. Although they provide storage facility, they do not offer document management functionality which is critical to the Council.

3. **Store records in the Council's existing alternative EDRMS environments –**

Currently does not meet requirements for storage of information derived from NHS data (i.e. is stored securely within England boundary)

4. **Store records in the Council's local Storage Area Network (SAN) – Migrate existing records to the SAN and bolster the storage complement within it.**

The Council must be able to demonstrate authenticity and versioned changes to records. The SAN would provide document storage, but no records management capability. SAN storage would not offer the required business or user features required. Integration and workflow options would also not be available – it is these which have been most successful within the current solution.

5. **Upgrade to Livelink CS V16.2 in the cloud**

This option failed to provide assurance that it could comply with the NHS Offshore Support Requirements, enforced by NHS Digital until the final stage of the options investigations. Additionally, the costs are significantly higher than the on premise option, without the anticipated benefits that had initially been expected from a cloud migration. The current proposal would permit smoother transition to a cloud solution once that becomes viable for HCC.

6. **Tender for an alternative document records management solution**

The current solution is fit for purpose and has complex integrations with a number of back office systems. A full procurement exercise would therefore be costly and unlikely to deliver any additional benefits to the Council.

4. **Consultation**

(a) **Comments of Executive Member** ^{3 4}

The delegated Officer, supported by Assistant Director of Technology have consulted the Executive Member for Resources, supplying a summary paper outlining the recommended

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decision reasons. David Williams, Executive Member for Resources was supportive of the recommendation to implement the upgrade using the approach outlined above.

(b) Comments of other consultees ⁵

The Project Board is made up of specialists from Technology and the Information Governance Unit, supported by a Steering Board which also offers membership from major Livelink user departments such as Children's Services, Adult Care Services, Highways and HR. Following involvement in user acceptance testing of the POC solution, these consultees support the recommended decision.

5. Following consultation with, and the concurrence of the Executive Member, I am proceeding with the proposed decision.

Signed: _____

Title: Director of Resources

Date: 08/12/17

6. Copies of agreed document to:

- All consultees
- Chairman, and Vice-Chairmen of the Overview and Scrutiny Committee
- Hard & electronic copy (for public inspection both at County Hall and on Hertsdirect) Democratic Services Manager - Room 213 County Hall.

¹ for guidance see Chief Legal Officer's note "Taking Decisions"

² details of any alternative options considered and rejected by the officer at the time the decision was made

³ record any conflict of interest declared by any Executive Member consulted. If an Executive Member declares a conflict of interest DO NOT PROCEED without seeking advice from the Chief Legal Officer

⁴ If the matter has general significance for the Council and/or is, or is likely to be, controversial, then the officer shall consult the appropriate Executive Member before proceeding. In some cases it will be necessary to consult more than one Executive Member, and in some cases the Leader of the Council will need to be consulted

⁵ If the matter has local significance, but no general significance for the Council and no controversial aspects, the officer shall consult or inform the local member in writing (or by e mail) and proceed. It is essential that all officers responsible for delivering services ensure that local members are kept well briefed on issues affecting their areas.