

<b>Committee:</b>	<b>Date:</b>
Information Systems Sub Committee	17th May 2012
<b>Subject:</b> Modern.gov - Update	Public
<b>Report of:</b> Town Clerk	For Information
<p><b><u>Summary</u></b></p> <p>Following the update report to the Sub Committee in January 2012, this report is intended to provide a further overview of the work that is on-going by the Town Clerk's Department and the IS Division in respect of implementing a new committee management system (Modern.gov). The report will also highlight future activities following the initial launch of the new software towards the end of May 2012, including the launch of the iPad application (app), enhanced electronic access to non-public committee documentation and, in the longer term, use of wider software functionality across the City of London Corporation such as report writing and meeting management.</p> <p><b>Recommendation:-</b> That the report be received and its contents noted.</p>	

### **Main Report**

#### **BACKGROUND**

1. The Committee Management Software Project Team was established in early 2011 to oversee and support the Committee and Member Services Team's efforts to research the options for purchasing and implementing a new committee management solution. The main objectives of acquiring a new system were to establish more efficient ways of working within the team and maximise quality and accuracy in terms of data management whilst also reducing printing and circulation costs where possible and using new technologies to support governance activities and deliver wider benefits.
2. Detailed research was undertaken by the Committee Management Software Project Team between October 2010 and October 2011 into existing and bespoke committee management solutions. Following detailed consideration of suitable software providers and a comprehensive assessment of the City of London's business and IS requirements, it was agreed in November 2011 that, as the Modern.gov software from Modern Mindset Ltd satisfied all of the City Corporation's requirements, purchase and implementation should proceed without delay.
3. Having identified Modern.gov as the chosen product, since January 2012, the project has focussed on implementation of the new software by the end of May

2012, ahead of the impending corporate web refresh which is anticipated in mid-June 2012.

## **CURRENT POSITION - IMPLEMENTATION**

4. Following approval to proceed with the introduction of a new committee management system at the end of 2011, the Committee and Member Services Team has been working closely with colleagues in the IS Division and with Modern Mindset Ltd since January to implement Modern.gov. A comprehensive implementation plan was developed from the outset with Modern Mindset Ltd so that progress and key project milestones could be regularly reviewed by the Project Team throughout the implementation period.
5. To date, the following activities have been undertaken by officers within the Committee and Member Services Team, the IS Division and Modern Mindset Ltd collaboratively and, where necessary, with additional support from third parties such as Infusion and EscoNet:
  - implementation and project planning
  - administrator training sessions
  - data cleansing, checking and inputting activities (Members' data, Livery companies)
  - historic data conversion and migration activities
  - branding reviews and application ("skinning")
  - template design and application to all committees
  - creation of default agendas for all committees
  - review of intranet search access for all internal users (determining access to public and non-public committee documentation) and creation of appropriate search distribution lists
  - agreement about Post Room and Print Team arrangements
  - Assessment of web page links on existing web pages and creation of appropriate new links into Modern.gov
  - familiarisation with software functionality (primarily meeting management and agenda publication functions)
  - review of Members' Interests documentation.
6. Due the imminent refresh of the Corporate web pages in June 2012, there has been an on-going dialogue with the Web Development Team and colleagues within the IS Division to ensure that both the website refresh project and the committee management software project have remained closely aligned. We are keen to ensure that the new committee management software is operational ahead of the new web site going live and Modern Mindset Ltd remains satisfied that the new software can be operational within these timescales.
7. Members have been kept informed of the project at various stages including Members' Briefing updates and reports to the Finance Committee, the Information Systems Sub Committee, the Web Development Board and the IS Strategy Board. All Members were also contacted directly in February with a request for confirmation of their personal details so that accurate data could be

input into Modern.gov. A large number of Members responded to this initial request but, given the significance of data accuracy, a further request for confirmation has since been circulated and all Members have been asked to review the final information that has been migrated into Modern.gov. Taking into account the recent Committee membership changes, this remains an important area to ensure accuracy from the outset.

8. As Members' photographs will be published through the software, all Members were invited to have new photographs taken ahead of and after the Court of Common Council meeting on 19<sup>th</sup> April 2012. All photographs, either new or old images, have now been uploaded into Modern.gov.
9. The City of London's statutory responsibilities in respect of Access to Information are clear and so, when the software goes live, we will ensure that our statutory responsibilities are met as a priority, over and above wider use of the system.

### **BENEFITS OF MODERN.GOV**

10. Implementation of the new committee management software will enable the Committee and Member Services Team to maintain high standards of governance, committee and Member services provision to all elected Members, officers across the organisation and members of the public in the future.
11. The Modern.gov product satisfies a range of comprehensive back-office and technical requirements which are fundamental to maximising efficiency within the newly restructured Committee and Member Services Team. The software will streamline a large number of administrative functions and the automation of traditional manual processes, thus leading to fewer delays and a reduction in duplication of effort which can in turn lead to increased efficiency.
12. The system will provide a single repository of Committee and Member related information which will be accessible by the Committee Team for the purposes of maintaining accurate records, publishing Member/Committee related information to the internet and intranet in a more efficient manner; preparing and publishing agendas, minutes and reports in a far more efficient manner; and enhancing electronic access to committee documentation, both internally and externally.
13. The back-office functionality of the software will mean that the Committee and Member Services Team can update information at the click of a button, ensuring greater accuracy of data that is published both internally and externally. It will enhance agenda, minute and report production by generating templates and consistency in formatting. For those reviewing documentation externally, exemptions around report classification will be clear, attendances will be published automatically and reports will be accessible in Pdf format, either as a whole agenda pack or as individual reports.
14. Modern.gov will provide a full calendar of meetings including venue information, reports and attendees, all of which will be accessible via the corporate web pages. In respect of individual committee responsibilities, Modern.gov will send out automated meeting requests as and when meetings are scheduled.

Likewise, Members will be informed via the software if/when meetings are cancelled. On the basis of earlier feedback from Members the functionality required to enable better management of Members' electronic calendars was included in our "Statement of Minimal Requirements."

## **BENEFITS TO MEMBERS**

15. Having engaged Members in the project from the outset, a number of issues were flagged early on as priority "user" considerations. This includes the search functionality on the intranet/internet; Outlook integration (committee meeting dates); enhanced electronic access to committee documentation; and the potential for reduced printing and circulation costs.
16. We have been working closely with Modern Mindset Ltd since January 2012 to address each of these issues, specifically the integration between Outlook and Modern.gov as we know that Members favour the automatic placing of meeting commitments in their Outlook calendars, rather than having to accept invitations to meetings or manually inputting these commitments. Whilst meetings will, as they are scheduled, be automatically placed in a Members' calendar, email alerts about any cancelled/revised dates will be generated to ensure that Members are aware of any changes that may arise over the course of the year. Testing on this element is underway and some Members will be participating in the comprehensive testing phase, ahead of going live with the new system.
17. The search functionality of the new system has also been carefully considered as we know that Members' want to access relevant information quickly, either via the intranet or the internet. The search functionality will provide two search options which will enable all users (internally and externally) to tailor their searches and minimise the number of potentially unnecessary "data matches".
18. An integrated meetings calendar will feature on the webpages and, via the listed meetings, access to all relevant public meeting information such as agendas, reports, minutes will be viable by simply clicking on a specific meeting entry. This will provide a simpler route into all forthcoming committee business as all the relevant committee information will be accessible in one place.
19. Modern Mindset Ltd has developed an iPad application (app) that will enable users to access all public committee documentation via a mobile device such as an iPad. The app will be available to all Members but specifically those that have access to an iPad (Corporation issue or personal devices) so that they can access; review and annotate chosen committee documentation, as and when papers are published.
20. The documentation will be stored on the device and will include the following document management functions which will provide ease of use at meetings: bookmarking and "go to page" options, annotation, ability to search across documents, text highlighting and ease of use alongside hard-copies due to parallel pagination. This complements the on-going iPad trial which has been underway since earlier in the year as 42 Members now routinely use iPads to manage and review committee documentation for a selected number of formal

meetings. Consequently, the iPad app will support our on-going work to enhance electronic access to committee documentation.

21. Whilst initially the iPad app will only provide access to public reports, the non-public app is currently being developed by Modern Mindset Ltd and they are very aware that this is of significant interest to the organisation. At this stage it is anticipated that the public information iPad app, which was demonstrated to the Chairman and Deputy Chairman of this Sub Committee in November 2011, will be rolled out to Members over the coming months, post go-live.

## **GO-LIVE AND FUTURE STEPS**

22. It is anticipated that, following the final stages of data migration and product testing, the new system will go-live on 25 May 2012. In advance of the go-live date, key stakeholders have been and will continue to be contacted in a number of ways and thus kept informed about the impending changes. Historic security settings are currently being migrated to the software so, at this stage, no changes are anticipated in respect of the type of information that can be accessed via the search function on the intranet. Guidance will however be placed on the intranet about the search function and who to contact if search difficulties are experienced.
23. Following a soft launch on 25 May with limited visible changes on the intranet and internet, the new corporate branding will be applied to the relevant website pages following the launch of the new corporate website in June 2012. The process by which committee papers are produced and published will however be different from the outset and Members will notice some changes in formatting and publication styles. These changes will enable the organisation to achieve greater consistency and accuracy in written and retained data, as well as improved electronic access to committee and Member related information.
24. At the point of go-live, meeting dates for all specific committee responsibilities will automatically be migrated into individual Members' Outlook calendars (City Corporation accounts only). This will include all scheduled meeting dates throughout 2012 and 2013, where confirmed. Members' web pages will be displayed via Modern.gov, with new photographs included (where applicable). Thereafter, the iPad app will be rolled out to Members. Guidance about the app will be circulated to Members in due course following the launch of Modern.gov.

## **FUTURE PHASES AND WIDER CITY CORPORATION BENEFITS**

25. Phase 2 of implementation is firmly on the Project Team's agenda. This will focus primarily on access to non-public documentation, access via the non-public iPad app, and the wider roll-out of the report writing and meeting management functionality in order to enhance governance arrangements across the organisation and further promote a reduction in printing costs. A number of Chief Officers will be engaged in the on-going use and development of the software to support the Corporation's governance activities and Members

will continue to be kept informed and engaged throughout further phases of the project.

26. As previously endorsed by the Information Systems Strategy Board, it is proposed that two Chief Officers be identified to join the Project Team in January 2013 to actively explore the scope for wider departmental use of Modern.gov, principally the meeting management and report working functionality (Phase 3).
27. Subject to further consideration regarding resource implications prompted by an extension of the project, it is proposed that a departmental pilot involving one of the Chief Officers commence no later than January 2013 to enable on-going use of the system to the end of the year ahead of a comprehensive review before the pilot is progressed.
28. SharePoint 2010 is the City of London's standard technology for the internet and intranet platforms, document management and business intelligence. Modern.gov does not currently have any specific integration with SharePoint but such integration, possibly Phase 4 of the project, is being explored with a view to on-going development.

### **CORPORATE AND STRATEGIC IMPLICATIONS AND ISSUES**

29. The use of new technologies is seen as an enabler to reduce the amount of printed and circulated committee documentation and increase access to information electronically.
30. Many local authorities have implemented committee management solutions of this kind in an effort to streamline ways of working, enhance accuracy of data and maximise the use of new technologies to support more efficient and effective back-office processes. The software has also enhanced the provision of support to elected Members, maximising access to accurate data via electronic solutions such as the Modern.gov iPad app.

### **FINANCIAL IMPLICATIONS**

31. A budget provision of up to £50,000 was made to cover the costs associated with implementation of the new software as well as the temporary additional staff resource costs, data migration and server costs and any costs associated with support from the Corporate IS Division. No additional on-going costs were anticipated at the start of the project, other than future annual charges for maintenance and support which have been taken into account as of January 2013 and will be contained within the Town Clerk's local risk budget.

### **CONCLUSION**

32. It is anticipated that Modern.Gov will go-live on 25 May 2012, at which point all Committee and Member related documentation will be prepared, published (to the intranet and internet) and printed via the software.

33. The benefits that the new software will bring to the team are clear including more efficient agenda publication, hands-on management of meeting and Member data, and consistency in report/agenda documentation.
34. Longer term, there are obvious benefits to the wider Corporation and Members, including end-to-end meeting management functionality, access to public and non-public documents via the iPad app and a potential reduction in hard-copy documentation.
35. Implementation of Modern.gov will provide both short and long term benefits which will have implications not only for the Committee and Member Services Team but more widely across the organisation and for elected Members. In the longer term, aside from simplifying complex manual processes to support governance activities, there is scope to reduce printing and circulation costs. Whilst the costs cannot, at this stage, be estimated, where local authorities have implemented a committee management solution such as Modern.gov, significant printing and postage costs have been realised.
36. It is anticipated that the Modern.gov software will be implemented in a phased approach over the coming months. The initial phase will conclude ahead of the corporate web refresh in June 2012 and will result in a host of mandatory business requirements being satisfied. Sharepoint integration is not a critical element of the project at this stage but is being explored with Modern Mindset Ltd as a future phase. Likewise, wider work flow implementation and use of the software in other departments across the organisation will also be explored as a potential future phase.
37. This is an exciting yet substantial and important piece of work which has been undertaken by the Committee and Member Services Team and the IS Division to a tight deadline. Whilst the project has been challenging for all officers within the Committee and Member Services Team and for colleagues from the IS Division, it is anticipated that the benefits will be far reaching.

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