

Committees:		Dates:
Choose an item. Projects Sub Committee IT Sub Committee		18 July 2017 14 July 2017
Subject: Council Tax & Business Rates	Gateway 7 Outcome Report Light	Public
Report of: Chamberlain Report Author: Kevin Mulcahy, Head of IT –Projects & Programmes		For Decision

Summary

• Capital Project Number	81 1000 9
• Project Status Compared to GW2	Budget : Green Specification: Green Programme: Green
• Project Status Compared to GW5	Budget: Green Specification: Green Programme: Green
• Project status	Green
• Timetable	Close the Council Tax & Business Rates project (July 2017). The project is complete pending approval of this report (July 2017).
• Total Estimated Cost @ Gateway 5	£628,000
• Final spend at completion	£562,144.21 (Closed in Oracle in March 2015).
• Overall project risk	Green

Recommendations

1. It is recommended that the project be closed.

Main Report

1. Brief description of project	<p>Council Tax and Business Rates teams are being TUPE'd back to the City of London by the 3rd October 2014 from the current service provider, Liberata. This involves the relocation of about 30 staff moving into the 2nd floor Walbrook Wharf office. Also, additional modules (e.g. self service portal and mobile) were being implemented.</p> <p>NB Due to legacy issues, this project was never formally closed. This report is to seek closure and accordingly, some detail may be missing.</p>
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2. Assessment of project against SMART Objectives	<p>The project delivered the required infrastructure to allow the 30 staff members to work in Walbrook Wharf.</p> <p>P1 – Core Models – Live 31/07/12 P2 – Self Service – Live 24/06/13 P3 –Live Billing – Live 06/10/14</p>
3. Assessment of project against success criteria	1. All staff working in new location
4. Key Benefits	<p>1. DR location moved and now more resilient.</p> <p>2. Continuation of service</p>
5. Was the project specification fully delivered (as agreed at Gateway 5 or any subsequent Issue report)	Yes
6. Programme	The project was completed within the agreed programme
7. Budget	<p>The project was completed within the agreed budget</p> <p>Verified</p> <p>Please confirm whether or not the Final Account for this project has been verified. *</p> <p>State any outstanding issues, actions to be taken and timescales for resolution.</p> <p>There are no outstanding financial issues.</p>
Final Account Verification	

Review of Team Performance

8. Key strengths	1. Core functionality returned in house
9. Areas for improvement	1. Multi phase project could have been more focused with tighter delivery team and shorter timescales

	2. Complete close down activity sooner
10.Special recognition	1. N/A

Lessons Learnt

11. Key lessons	1. More focused with tighter delivery team and shorter timescales
12. Implementation plan for lessons learnt	1. Projects should engage with all key personnel early and confirm requirements

Contact

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