

## APPENDIX D

### “Project Mandate”

Agenda item number:

Date of issue:

Meeting: Programme Board

Date:

Report by: Paul Langham

Job title: ICT Manager

Service: ICT

Status:

Subject: Telephony Upgrade

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1 Purpose of report

The purpose of this report is to propose that the findings of the Telephony Review are implemented and specifically the need to upgrade the Contact Centre solution.

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2 Recommendations

The Programme Board are recommended to support the Telephony review by implementing the system changes to improve the telephone service to our customers, provide better solutions for staff and drive down ongoing telephone charges.

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### 3 Background

The Telephony System has been installed for approximately four years and has not evolved to meet the needs of the Council during that time. The System has remained static and whilst initiatives such as Flexible working have been implemented, they have done so in a low technology way.

In recent years changes in technology and telephony contracts, also mean that there are opportunities to introduce new services (such as SIP) that will provide the same level of quality for a lower charge.

Finally, the current telephony solution for the Contact Centre is due to become obsolete in 2016/17, and rather than simply replace like with like, a wholesale review of the system configuration will ensure that we procure the most appropriate alternative.

The project will improve telephony services by implementing the most cost effective solution for

- a. fixed lines,
- b. system support,
- c. mobile phones,
- d. desktop telephony; and
- e. the Contact Centre.

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### 4 Legal, financial and IT implications

There are no legal implications to this project

The project requires £50,000 to undertake a review, implement the review findings, and upgrade the Contact Centre Solution.

The ICT Implications are low, as the project will support the Corporate Priorities to deliver cost effective and fit for purpose technology.

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5 Initial Assessment of risk

The key risk associate with the project is to do nothing. The Contact Centre solution will become obsolete in 18 months time, after which the service to the public will be affected. Failure to upgrade the contact centre will result in a degradation in the service to the public.

The risk associated with the wider project will be a financial risk. The Authority will be paying an inflated rate for its telephony service. This risk is already upon us as our partners are questioning the level of cost in this area.

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6 Equalities and diversity and staffing implications

The project will have minimal implications on Equalities and Diversity, as the same end solutions will remain in place. The only changes will be to the internal systems that are 'invisible' to the end user.

There will be staffing implications, and these fall into two categories Contact Centre Staff – these staff will need training in the use of the new Contact Centre solution.

All Staff – All staff will need to adopt the standard corporate telephone solution, including flexible working and mobile phones. Appropriate traing will need to be provided to all staff.

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