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|  <p>Northwards Housing North Manchester's Council Homes</p> | | Report to: Northwards Housing Board 14 September 2016 | | Item No: 11e | |
| Title: | | ICT Update - Aareon QL housing management system - implementation project status | | | |
| Date: | | 6 September 2016 | | | |
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| Confidential: | | No | | | |
| For: (Please tick action required) | | NOTING ✓ | DISCUSSION | APPROVAL | |
| PURPOSE OF REPORT | | | | | |
| To update the Board on progress on the implementation of the Aareon QL housing management system which is replacing the Civica system and the establishment of long term support arrangements for QL. | | | | | |
| RECOMMENDATION | | | | | |
| It is recommended that the Board note the report | | | | | |
| IMPLICATIONS | | | | | |
| Risk Management | | Two risks on the Northwards register are related to this project, ie: <ul style="list-style-type: none"> • CRR-06c Inability of MCC to resource and continue to provide support to manage the Civica IT application and their IT infrastructure resulting in continuing and increasing unreliability. This risk will end once Aareon QL is live • CRR-02e Failure to deliver and implement the new Aareon QL Housing Management system. This report describes progress on implementation which is still on schedule for Feb 2017 | | | |
| Regulatory & legal compliance | | N/A | | | |

Consultation/Consideration:

| | Yes, No or N/A: | Name: | Date: |
|--------------------------|------------------------|--------------|--------------|
| Sub-Committee: | N/A | | |
| Task Groups: | N/A | | |
| Ward Councillors: | N/A | | |

Aareon QL Project Update

1.0 Introduction

- 1.1 This report updates the board with progress on the project to replace our current Civica housing management system with the Aareon QL system.
- 1.2 The project is a joint one between Manchester City Council (MCC) and Northwards with MCC holding the contract with Aareon.
- 1.3 MCC will host the application and the preferred option is that Northwards will manage it post go-live.
- 1.4 Go-live is targeted at 27/2/2017. As explained in section 2 that date has not slipped, but a lot of the slack in the project has been lost.

2.0 Project Status

- 2.1 The capital funding approval process within MCC was significantly delayed and this led to issues for the project. Invoices from Aareon for work on the project could not be paid as an order could not be raised. This has now been resolved with the first payment to Aareon made in August and other invoices now being processed by MCC. The funding delay also delayed MCC ICT service in implementing the final application hosting setup. Work on this is now in progress but the delay means that there is little slack left within the project.
- 2.2 Despite these issues the project is still on target for go-live in February 2017, but there is little slack left within the project.
- 2.3 The practical implementation project is now well underway and a large number of design sessions have been held with Aareon and these will continue through September. Generally the sessions have gone well.
- 2.4 It has been an intense period for the members of ICT involved in the project and there has also been a large very positive contribution from the business staff

involved. Further business resources will be required for thoroughly testing QL ready for go-live.

- 2.5 Work on the migration of data from Civica to QL is continuing and will carry on for several months. The first tranche of data was successfully loaded in to QL on schedule at the end of May and further data is steadily being loaded. Having real life data in QL is making the design sessions more positive and useful.
- 2.6 In June the project board agreed the QL training strategy and it was also subsequently approved by Northwards EMT. The intention is to take a detailed proposed training plan to Northwards EMT by end September. The same information relating to their staff will be provided to MCC to allow them to formulate a training plan linked to ours.

3.0 Lack of Resources from MCC

- 3.1 The implementation of QL has been more of a priority for Northwards than for MCC. For MCC it is just one application and project amongst many, whereas for Northwards it is our business critical application and a crucial building block in delivering major business efficiencies and meeting the channel shifting agenda.
- 3.2 Given this Northwards have been able to focus ICT and the necessary business resource at the project. MCC have persistently struggled to do the same with the problems being in two key areas.
 - MCC ICT have not been able to provide sufficient technical resources to work on data migration meaning migration of the MCC data is behind schedule. The risk has been at least partially mitigated by taking on a data migration specialist for three months. This is being funded by Northwards as it was felt the business benefits Northwards will gain from going live on time and with high quality data far outweigh the one off extra cost of this temporary post.
 - There has been a lack of business involvement from the Homelessness teams in MCC, with only one team taking an active part in the design sessions. An overall lead officer has now been appointed to review the situation and work out the best way forward. At the moment it is not felt this is a risk to the go-live date, rather to how well their business requirements will be met in the initial go-live version.

4.0 Long Term Support

- 4.1 The preferred option is that MCC will host the application and provide the support for that infrastructure. Northwards will manage the application as the prime user of it, enabling a focus on the efficiency and channel shifting changes that implementing QL will provide the base for.

- 4.2 A paper is being taken to the QL project board in September seeking final approval for Northwards to manage the application and tasking Northwards and the MCC ICT Service with implementing this. There is a potential TUPE implication for two staff at MCC ICT and resolving this will form part of the work to implement the long term arrangements.
- 4.3 In anticipation of this the Head of ICT and the Head of Finance are working on a support structure that will enable Northwards ICT to manage QL and offer support to both Northwards and MCC staff. This forms part of an overall restructure of the ICT team necessitated by the disestablishment of the post of Head of ICT with senior management duties taken on by the Head of Finance.