ICT REVOLUTIONS

Systems Implementation & Support Services

SERVICE DEFINITION

G-CLOUD 14

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1. Introduction

1.1 Company Overview

ICT Revolutions is a specialist in social care and finance case management system implementation and review. We provide end to end case management system implementation services including programme management, data migration services, configuration and end user training for Adults' and Children's social care.

Jon Goldie is the founding director of ICT Revolutions Ltd and has over 15 years of social work front line practice and management experience. He is both an experienced social worker and business and IT transformation specialist.

The ICT Revolutions core team has worked together for over seven years and is comprised of the UK leading experts with individual disciplines covering:

- Project/Programme Management
- System Procurement
- Change Management
- Business Process Re-Engineering
- Agile and mobile working
- Staff Engagement and Training
- Technical Deployment
- Data Cleansing, ETL Migration and Transfer
- Data Discovery
- Data Migration
- System Configuration

- Archiving & Decommissioning
- Integration with Existing Systems
- Performance Management and Intelligence Reporting
- End to End Testing
- Strategic systems review
- 'Critical friend'

1.2 Value Proposition

The ICT Revolutions team is comprised of the UK's leading experts in the delivery of a wide range of Adults' and Children's services for education, finance and social care systems including:

- Access Group (Mosaic)
- Advanced (Care Director, CareWorks)
- Capita One
- ContrOCC
- Mosaic
- System C - Liquidlogic LCS, EHM, EYES and LAS
- OLM Carefirst/Eclipse
- Northgate Swift
- Azeus

We deal with strategy, business case creation and procurement, through to programme management of systems implementation, including data migration services (data quality, data validation, data cleaning and data extraction), data archiving, system configuration, end user training, performance reporting (including reports development) and post-implementation support including floor walking.

Our implementation and data migration programmes are delivered within a proven and fully documented methodology that guarantees and drives positive results. We remove or radically reduce the inherent risks associated with education, social care and finance system replacement and upgrades. At the same time, on a cost for cost comparison of a Council recruiting specialist consultants via agencies or directly, we are confident and able to demonstrate value for money.

2. Service: Overview and Assurance

2.1 What the Service Provides

ICT Revolutions Ltd provide:

- **Project/Programme Management** – working alongside organisational staff to deliver defined project areas such as data migration, configuration, and training to the programme management of an entire case management system implementation.
- **Procurement Management** – developing the Statement of Requirements, assisting with designing rigorous evaluation processes.
- **Change Management** – working alongside staff to support the transformation and cultural change that goes alongside the implementation of a new system.
- **Communication Strategies** – as part of the change and transformation to practice that is usually required alongside the implementation of a new system.
- **Business Process Re-Engineering** – working alongside staff to understand, challenge and support change processes to current practice.
- **Agile and mobile working**
- **Training Needs Analysis, Staff engagement and training** – assessing and planning a programme to address training needs, provision of end user training, working with service user champions, floor walking services.
- **Programme Governance Training/Support** – provision of best practice templates, setting up and running programme boards and Data Quality boards whilst ensuring a capacity building approach that "develops with" rather than "does to" an organisation.
- **Leadership Action Leaning Sets** – working with senior leaders and members as part of the service transformation process.
- **Systems Management** – enabling the Application Support Teams to manage the new systems effectively from day one.
- **Cutover Planning** – The changeover period from old to new systems contains unique and complex challenges, in effect transitioning users into the new operating model. We have developed strategies to achieve this successfully.
- **Data Archiving** – Decommissioning the legacy systems and retaining access to archived copies of the system is often paramount to realising savings. We have robust archive solutions available.
- **Performance management and Intelligence Reporting** – from provision of specifications, form design, report building capacity to development of performance reporting analysis and strategic transformation programmes.
- **End to End Testing** – Robust and comprehensive testing of the replacement systems, from first key entry to remittance advice note printing, is critical to iterative data migration and configuration/workflow testing. We provide a full solution.

Specifically, we assist Local Authorities to move from their legacy systems, including:

Carefirst	Eclipse
Swift	Paris
CapitalOne	Frameworki
Mosaic	Liquidlogic / System C
Abacus	Softbox
Oracle Systems	Information at Work (Daisy)
"In House" produced systems	Azeus

2.2 Software Implementation, configuration, testing and training services

This includes:

- A full scoping exercise to determine which assessments and forms are required for remote working, either in customer's homes or elsewhere, will be completed.
- All Assessments and other forms that may be completed in the field will be designed to support remote working. The requirement for remote completion will be considered at the design stage of all forms.
- A User Acceptance Testing programme will be developed and run alongside the wider testing programme at each UAT stage.
- Staff will be trained in the use of the remote working tools as part of the training programme.
- Full documentation and training materials, linked to Customer's business processes, provided to support the remote working tools.

As a result, the remote modules will be configured, tested, and embedded into business processes for social workers, financial assessors and other key staff. Customer's staff will be fully trained in their use and remote working will be embedded as a key component of all workers' tool sets.

A comprehensive User Acceptance Testing (UAT) programme, of both system and migrated data, will ensure that social workers aid the decision-making process and have a voice in how the new systems will work for them. This will be completed in stages and at each stage a full end-to-end test of both system configuration and migrated data will be completed using both ICT Revolutions and Customer's staff. This will require sign off by the Customer before proceeding and any changes or issues will be fully documented.

System configuration will be developed, alongside the Customer, to support, enhance and enforce high-quality case recording and management decision making. This will be tested, signed off and revised as required at each UAT stage.

- Data migration will include all legacy information required to support ongoing casework and, where possible, will include the migration of new data into forms and assessments to facilitate "copying forward" into new forms. This will ensure that all historical information is available for future use.
- Training will reinforce the importance of high-quality case recording, following Customer's business processes, to ensure that standards are maintained.

As a result, social workers, operational and senior managers, performance, and other staff will be able to quickly and accurately assess relevant case information. The recording of new case work will be timely, accurate and consistent.

Solutions to support the personal development of staff are central to ICT Revolutions' methodology. This involves the configuration of the replacement systems to support and encourage feedback from managers to staff and embedding the use of all available tools with all staff during training. This includes:

- Configuration of comments within assessments, forms and plans to support manager feedback to workers.
- Configuration of supervision tools to support Case Supervision recording.
- Inclusion of links to Customer's and national best practice, policy and guidance in assessments and forms, and the creation of bespoke "help" text within forms to support workers in their completion.
- Training of all functionalities around decision making and oversight to all workers and bespoke training for managers, to embed the use of feedback tools and maximise the value of all available functionality.

The systems will be configured in such a way as to require manager feedback at authorisation stages and encourage it in assessments and plans. Workers and managers will be fully trained to ensure that all oversight and supervision is recorded.

2.3 Business Transformation

ICT Revolutions are experienced in delivering a systems implementation and change programme as part of a Local Authority's improvement journey:

Redesigning core business processes where required, to meet the developing needs of the services and to comply with local and national policy, best practice, and improvement goals.
Configuring systems to meet the current needs of the business, while retaining the ability to re-configure to meet future needs.
Implementing functionality to meet key business needs such as Child Sexual Exploitation recording and monitoring.
Migrating data effectively to support current and future decision making.
Working with system users, staff, and senior and operational managers to develop and configure the systems, ensuring that practitioner input is made at each stage of the development process.
Reducing the duplication of data entry and manual admin tasks required by staff, to ensure that practitioner time is utilised for case work.

2.4 Data Migration

The importance of good quality data will be embedded among the users at all stages of the implementation process, from user and data testing through to the training programme. This will be achieved by:

- Migrating data from the legacy systems into the relevant entity fields and transforming this data where required to improve data quality.
- Completing an analysis of existing data quality, creating a Data Quality Plan and fixing issue as high, medium or low impact and complexity. In agreement with the Customer, any data quality issues will then be prioritised and remedied, where possible, via transformation as part of the data migration. Where this is not possible, and issues must be remedied in the legacy systems, support will be provided to Customer's to identify and achieve this.
- Designing and configuring the system to use smart links where possible, to encourage users to update records when required and designing intelligent forms and assessments that allow the copying of historic information where relevant. This will encourage workers to update client records as soon as possible, and to create detailed assessments, as once completed this information can be re-used in future and edited as required.
- Through training, embedding a culture of good quality information recording by demonstrating the benefits of keeping records up to date and demonstrating the benefits of

keeping records up to date an demonstrating the functionality to "copy forward" from prior assessments.

2.5 Public Sector Partnership Working

Partnerships and inter-agency working is fundamental to the delivery of health and social care services. ICT Revolutions have experience in delivering innovative collaborative working solutions and would deliver the following solutions:

- The ability to import and export documentation to support information sharing with partners. Where possible, this would be via
- auto-populated Word documents and PDFs to eliminate duplication of data entry by Customer's staff.
- Configuration and training of systems to support a Multi-Agency Safeguarding Hub for partner agencies to input directly into Liquidlogic systems for both children and adults.
- Configuration of solutions to allow internal partners to be signposted and record information such as education (for Personal Education Plan, EHC Plans etc.) and mental health teams (which may use Health systems for recording).
- Solutions for external partners to access systems such as Health for CP-IS or Health Assessment recording via the application of appropriate security profiles.
- Implementation of NHS number as a key identifier in adult social care and inclusion in demographic records and relevant forms and assessments.
- Configuration of a Data Warehouse to allow the integration of data from external systems into Customer's own reporting environments, to allow statutory returns and internal performance reporting to be achieved centrally.
- Engagement of Service Providers to provide online invoicing and service returns.
- Engagement of Service Providers, partners, and clubs to create and maintain their own service directory records.

2.6 Innovation

ICT Revolutions have a track record of developing innovative solutions to add value for customers. This includes:

- The development of a responsive data migration programme to identify data quality issues in existing legacy systems and resolve these programmatically.
- The inclusion of a review of edge systems for inclusion into the data migration scope, and the creation of custom processes and security profiles to support end users.
- The design and development of custom workflows and business processes to cater for processes that are outside of the core social work but gain a benefit from centralised

recording (e.g. Personal Education Planning, Mental Health, Looked After Health Assessments).

- The development of a comprehensive catalogue of forms, assessments, plans and other tools (such as a RAS), using experience from best practice in other Local Authorities to create a comprehensive suite of high-quality assessment tools.

2.7 Communications

ICT Revolutions deliver a multi-platform engagement and communications programme designed to engage all stakeholders and user groups within the business. This comprises:

- Briefings for staff – this begins early in the implementation to engage and energise workers and covers key points of interest to workers including new ways of working, business processes etc. This begins early in the implementation in order to engage and excite staff about the coming changes.
- Communications – via email, intranet, team meetings etc. – this is delivered to access specific teams or to address specific business processes and includes those groups which may be harder to reach or who are traditionally excluded from these events, for example partner agencies, providers, or staff in education and mental health teams.
- Champions Groups – key staff will receive training from ICT
- Revolutions to enable them to participate in User Acceptance Testing. These staff act as champions for the businesses and their enthusiasm is cascaded down to their teams and business areas.

2.8 Service Improvement

ICT Revolutions believe that the continuous development of all staff, as well as the systems supporting them, is key to the delivering of a successful change programme. At the Customer's this would be supported by:

- Integrating social work tools (such as signs of safety) into forms, assessments and plans where possible, and assessments will contain links to local policy and best practice and built-in help.
- Integrating tools for operational managers to provide feedback to staff (such as comments) within assessments.
- Developing high quality chronologies, case summaries and other key case information.
- Fostering a performance culture by implementing performance information reports and dashboards that allow fair comparison of tasks and outcomes between teams and individual workers.

- Developing a training programme that looks beyond go-live to support ongoing learning for staff.
- Training the Business-as-Usual team(s) to continuously develop the systems, performance reports and training package, to ensure that ongoing staff development and use cases are catered for.

2.9 Sustainability and Transfer of Knowledge

ICT Revolutions believes that an implementation project is only completed once all required knowledge has been transferred to the Customer's "business as usual" team. ICT Revolutions will:

- Develop a Knowledge Transfer Plan involving input from all members of the project team. This will cover data migration, configuration & development, training, testing, and reporting.
- Train the "business as usual" staff on an ongoing basis in all aspects of the systems and their maintenance.
- Document all decision making and processes and produce user guides for the administration team.
- Set up a User Group for each system, to oversee development and ongoing change management.
- Gradually hand over tasks, during the migration, so that the customer can manage their own system at the point of the post go-live mop-up releases, approximately 6 weeks after go-live.

2.10 Sustainability

Alongside the development of the knowledge transfer process, ICT Revolutions will identify, alongside the customer, those individuals with the relevant skills to be involved in the implementation process. This takes several forms:

- Business as usual team members – these are individuals from the support, training, ICT, and performance teams who will manage the systems on behalf of Customers.
- Champions – these are individuals from the Adults' and Children's social care businesses who will provide input into the configuration, testing, and user group processes, and may assist at go-live. A mixture of individuals representing all business areas, levels of seniority and IT skill levels will be identified to ensure as wide an input as possible into the implementation process.
- Staff are identified not because of their role or background, but to ensure that their insight can be utilised to maximise the efficacy of the change programme.

We have completed 22 successful end to end implementations, including data migration to Liquidlogic Adults' and Children's systems. In addition to this, our team have completed multiple additional prior data migrations at a wide variety of Local Authorities, including both County Councils and Unitary authorities (including finance systems).

2.11 Associated Services

ICT Revolutions is not a supplier of equipment, including data centre infrastructure or end user devices. Interfaces are specified and documented, but not built or installed. Equipment performance specifications and configuration, including security imposed by applications are included within the design and build of the solution. Specialist services to support all aspects of the implementation or upgrade are included, all disciplines are provided.

3. Data Protection

3.1 Information Assurance

ICT Revolutions information assurance methodologies support both our internal company requirements, for example GDPR, The Data Protection Act 2018, and we adopt the information governance and security policies of every one of our customers. Our track record and experience of successfully delivering projects means that we have extensive experience in working with information and systems at all impact levels (from RESTRICTED to TOP SECRET, IL0 to IL6+). We are certified against the Cyber Essentials scheme. All staff are screened to BS7858:2012 and we have all held DBS certificates which, if necessary, can be transferred to the Customer's site/locality.

3.2 Data Back-Up and Restoration

Any client specific requirements are discussed as part of the ordering process. We require our customers to take back-ups of our work and allocate servers that are within the policy of their DR scope.

3.3 Business continuity statement/plan

ICT Revolutions maintains and updates its Business Continuity plan at least annually to ensure that service to customers will not be adversely affected when potentially challenging events occur. Given the nature of our customer base we take BC very seriously and design all business processes to provide appropriate data recovery mechanisms to ensure both our own continued operation and that of our customers. All staff are briefed in Business Continuity processes.

3.4 Privacy by Design

ICT Revolutions are compliant with the General Data Protection Regulation (GDPR) which came into effect 25th May 2018.

ICT Revolutions have always adopted comprehensive data security principles. Zero customer data is removed from a customer site at any time, the security and information governance policies of each of our customers is adhered to. We do not create, hold, or retain any data, including the code we write to Extract and Transform customer data outside of the firewalls of the customer's data centres.

4. Using the service

4.1 Pricing

Please refer to both our Pricing Document and SFIA Rate Card for a detailed, comprehensive outline of our pricing structure.

4.2 Ordering and Invoicing

- Client to email request to discuss requirements to jon.goldie@ictrevolutions.com or via contact us page at www.ictrevolutions.com.
- Client/ICT Revolutions to arrange a telephone conference for initial discussion.
- Client/ICT Revolutions to arrange initial site visit (if required).
- Client to provide scoping of requirements.
- ICT Revolutions to provide formal proposal.
- Client/ICT Revolutions to discuss, agree proposal, costs, start dates.
- ICT Revolutions to provide relevant supplier information.
- Client to set up ICT Revolutions as a direct supplier/provide detail of alternative methodology (e.g. Matrix/Bloom etc.)
- ICT Revolutions/Client to agree payment profile/milestones/acceptance certificate process.
- ICT Revolutions to submit monthly/milestone invoices and acceptance certificates if required.

4.3 Availability of Trial Service

We advise all customers to take advantage of our free on-site consultation service. We regularly spend time with prospective customers discussing their requirements and offering genuine, unbiased advice. This service requires no further commitment from the Customer.

4.4 On-Boarding, Off-Boarding, Service Migration, Scope etc.

ICT Revolutions agrees a specific on and off boarding process for all contracted work packages. The processes are always tailored to the individual Customer requirements for the scope of work. The requirements are clearly defined and embedded within a scope of work document produced in partnership with the Customer stakeholders to ensure the effective transition of individuals and teams alongside the management of data and assets.

Each Customer is assigned an ICT Revolutions company director as their named point of contact who remains available to the Customer for the duration of the programme.

ICT Revolutions offer a free initial discussion and a broad analysis of a customer's requirements.

Off boarding typically occurs when the replacement systems are fully live, and any post go-live change requirements have been documented. Contract notice and termination clauses typically are one months' notice by either party.

4.5 Training

ICT Revolutions deliver a multi-platform training programme to maximise the reach to all relevant workers. This includes:

- Classroom Training
- Initial introduction for all users to ensure safe system use. Includes social care staff and all other internal and external partners.
- A range of modules to cater for different business needs, for example looked after children or DOLS, so that workers only attend courses specific to them.
- Specific courses for senior and operational mangers.
- Specific courses for other LA staff, e.g. Finance, Directors etc.
- Online training (optional) – this can be facilitated, or desk based.
- Training documentation made available via the Customer intranet.
- Face to face or small groups for those users either with additional learning requirements or with very specific system use cases.

4.6 Implementation Plan

A detailed implementation plan can be provided to the buyer on request – tailored to the specific services required. Given the range of services offered by ICT Revolutions – albeit within a narrow range of software systems – it is inevitable that implementation durations vary.

We have successful experience of delivering full implementation of replacement social care systems within 7 months. Some services, such as training packages can be very brief – a matter of weeks, depending on scale of requirement.

4.7 Service Management

All services are set up, overseen, and managed by one of the ICT Revolutions directors to ensure quality of service provision. Customers are required to sign off ICT Revolutions' involvement every month as well as acceptance certificates at key milestones as part of the delivery of the programme. ICT Revolutions directors attend weekly phone meetings, monthly on-site meetings, programme boards etc. as required through the life of the programme. As well as formal monitoring of progress that takes place throughout the programme, customers can access and ICT Revolutions director for any other issues at any time, usually by phone/email. At the end of any work commissioned from ICT Revolutions, Customers are asked to provide a written evaluation of services in order that any feedback can be considered as part of the ongoing service improvement programme.

Services are normally provided during office hours Monday - Friday; 08:30 - 17:00, but we also expect to work at weekends and Bank Holidays as required at no additional costs where this is necessary to achieve project objectives.

4.8 Service Levels

Service levels are discussed and agreed with the client as part of the ordering process.

All customers are provided with the account manager and – where relevant - technical support engineer's details. The technical support engineer will be a person who is intimate with the product the customer is using and will aim to resolve an incident within 2 hours of notification via the Service Desk.

We operate a customer facing ticketing system which is monitored during weekdays from 07:00 - 19:00. Within these hours we will respond to questions or to incidents within 30 minutes.

4.9 Outage and Maintenance Management

The Buyer is responsible for the provision and resilience of the core infrastructure. The implementation plan will schedule planned downtime for maintenance and upgrade management.

Financial Recompense Model for not Meeting Service Levels:
- None

5. Provision of the service

5.1 Customer Responsibilities

The scope does not include the following resources:

- Key Data Stakeholders
- The Key Data Stakeholders (KDSH) will have responsibility for Data Quality and Data Cleansing.

Customer	Key Data Stakeholders	Data Quality Assessment
Legacy system expert - Children's	To be named by Customer	To be provided by Customer's Data Quality Team in partnership with ICT Revolutions
Legacy system expert - Adult's	To be named by Customer	To be provided by Customer's Data Quality Team in partnership with ICT Revolutions
Finance - Adult's	To be named by Customer	To be provided by Customer's Data Quality Team in partnership with ICT Revolutions
Finance - Children's	To be named by Customer	To be provided by Customer's Data Quality Team in partnership with ICT Revolutions

5.2 Technical Requirements and Client-Side Requirements

5.2.1 Data Migration Prerequisites

Infrastructure SQL Server

- A Microsoft SQL Server – version 2008 or later. We would expect this to be the same version of SQL server that will be used by the target system.
- Microsoft Integration Services is required on this server. The server must have correct providers/clients installed to permit SSIS to work with Oracle and Excel spreadsheets. These may vary depending on the version of SQL server.
- Microsoft BIDS/SSDT is also required – this is primarily to assist with testing any issues arising with BIDS/SSDT from migration developer machines.
- Migration development and staging databases will be stored on this server, together with the Adults/ finance config database.

Example Migration Server Specification

- Minimum of 4 CPUs (ideally 6) running at 2.4GHz
- Minimum of 32 Gb RAM (ideally 48Gb)
- Windows Server to support minimum of 6 concurrent remote desktop users
- Same version of SQL Server as required by supplier(s) of new solution(s)

- SQL Server Data Tools and Visual Studio community edition compatible with SQL Server version
- Visual Studio SQL Server Integration Projects addon
- SQL Server Migration Assistant for Oracle including preferred 64bit v11 Java Development Runtime (Azul Java may be used if there is no preferred option - https://www.azul.com/downloads/?package=jdk#zulu)
- SQL Developer for Oracle with configured TNSNAMES.ORA
- SQL Server Reporting Services
- Notepad++
- 7Zip
- 1Tb Disk space for Data
- 100Gb Disk space for Programs, Code and Documentation
- Connectivity to source databases
- Preferred SFTP Client for transferring data to/from hosted environment where required
- Access to usual utilities such as Internet explorer, Email, Calendar, MS Office including Excel etc.
- Full access to the SQL Server instance, to enable:
    - Ability to create databases and all objects within it
    - Ability to change the amount of memory allocated to SQL Server
- Full access to the Windows Server, to allow:
    - Changing folder/file permissions within SSDT folder structure so all members of the team have full access
- The migration team will also require the following:
    - Access to an email server to allow automation for sending of error reports/DQ to internal council data task group members

Oracle

An Oracle environment containing a copy of any live Oracle databases within the data migration scope will be required. It should be possible to refresh this database(s) on demand, subject to 5 days' notice.
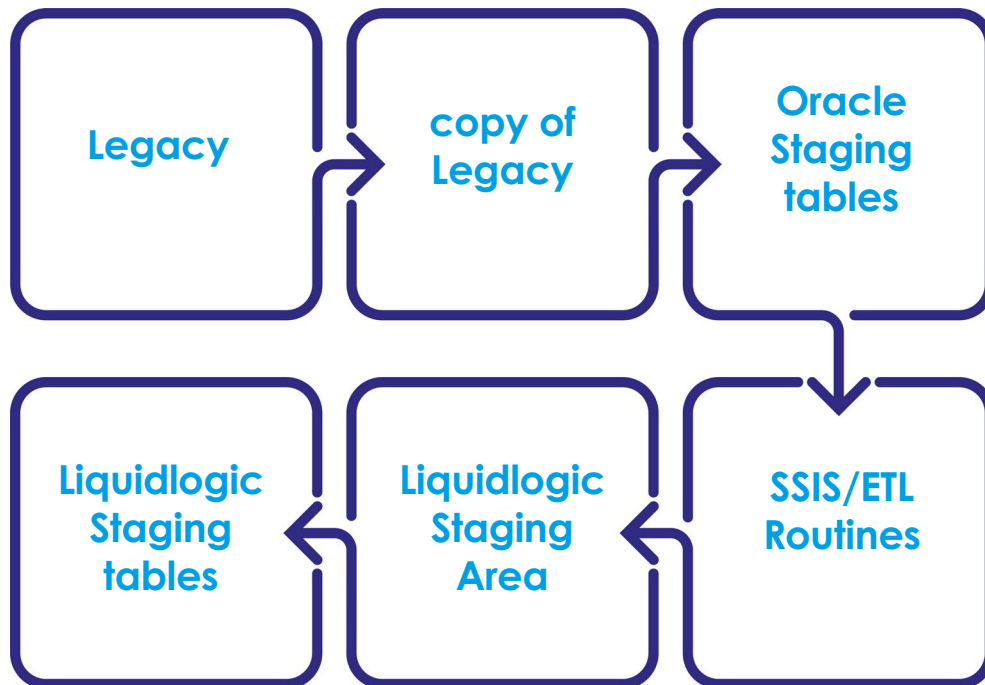
Other Databases

Access to a copy of any other live databases within migration scope is required. It should be possible to refresh this database(s) on demand, subject to 5 days' notice.

Document Migration

A SAN area will be required to stage off all of the documents that require extracting and loading.

5.2.2 Migration Infrastructure Diagram for Typical Migration

```
Legacy  →  copy of Legacy  →  Oracle Staging tables
                                      ↓
Liquidlogic     ←  Liquidlogic     ←  SSIS/ETL
Staging tables     Staging Area        Routines
```

5.2.3 Data Migration Team Requirements

Access and Permissions

- Data migrators will require a folder on the network where files relating to the data migration may be stored.
- Read only access to the target system UAT databases will be required.
- Data migrators will require write access to a folder on the migration SQL server in order to store SISS config files here.
- All migration activities should be able to be carried out remotely.
- Data migrators will require sysadmin permissions on the migration SQL server.
- The SQL server agent will require access to the data migration folder and to the Oracle migration databases.
- The data migration team (up to 5 individuals) will require access to all the above concurrently.
- Data migrators will require sysadmin logons to the test harnesses of the target system.
- Data migrators will require front end access to the target finance system.

5.3 Software Requirements

The following applications will be required on data migration team PCs:

- MS Office 2010 or later
- Notepad ++
- SQL Server Management Studio
- SQL Server BIDS/SQL Server Data Tools depending on SQL server version
- Python (dependent on migration requirements)
- Migrators will require front end access to any systems that are data sources for the data migration. This access should allow viewing of any data, but be read only
- SQL Server Migration Assistant (SSMA) – version dependent on version of SQL server hosting the migration databases, and on the type of legacy databases in scope. Note that different versions of SSMA may have their own prerequisites e.g. SSMA for Oracle requires an Oracle client to be installed.
- SQL Server Management Studio (SSMS). Same version (or later) as the version of SQL server hosting the migration databases.
- BIDS/SSDT – version dependent on version of SQL server hosting the migration databases.

Initial Checklist for ICT Supplier and ICT Project Manager

To be completed during set up phase:

- Migration environments built for Children's and Adults' migrations
- Copy of Legacy Live database(s) available
- Data Migration Team access to migration environments
- Data Migration Team read only access to Live database(s)
- Data Migration Team laptops installed with all necessary software
- ICT Revolutions to test all the above as part of initial handover

To be completed during initial set-up phase:

- Refresh Adults' legacy system database copy with a fresh back-up

To be completed during initial set-up phase:

- Refresh Children's legacy system database copy with a fresh back-up
- To be completed during initial set-up phase:
- ESCR database copied to Children's migration environment (without documents)
- Document Migration Environment built on ICT architecture for Children's and Adults' migrations.
- Data Migration Team access to Document Migration Environment

5.3.1 Outcomes/Deliverables

Outcomes/Deliverables are specific to the requirements commissioned by the customer. This could be as extensive as a full data migration from a legacy system into a new case management system across Children's and Adults' services or as a minimal as a set of forms for a new module within a case management system.

5.3.2 After-sales Account Management

Post implementation support includes floorwalking and remedial "Mop Up" activities. A post implementation lessons learned series of meetings is scheduled as part of the plan, to review positive and negative experiences and to foster future relationships to maintain and offer ongoing support.

5.3.3 Termination Process

ICT Revolutions standard terms and conditions include clauses which facilitate contract termination by either the consumer or the supplier.

6.Our experience

6.1 Case Studies

We have successfully fully implemented 22 complete systems, including Education Management systems and Social Care case management systems. Three specific case studies – Rotherham, Salford and Liverpool – are provided on our website: https://ictrevolutions.com/case-studies Additionally we provide a case study below for our work at Wirral Metropolitan Borough Council:

Context

The Council made a significant capital investment in the replacement of its core business systems for the Department of Adults Social Services (DASS) and the Children and Young Peoples Department (CYPD). ICT Revolutions was appointed to lead the implementation, including the programme management, data migration, configuration, testing and training work streams.

Phase One	Phase two	Phase three
Delivered within the second and third quarters of FY 14/15, Phase one involved the wholesale replacement of the outdated and inefficient social care software and finance systems, the retraining of 700 staff and the remapping of social work practice within the replacement Liquidlogic system.	Delivered within the third and fourth quarters of FY 14/15 introduced Early Prevention and Support software and business processes to DASS, CYPD, Police, Probation, YOS and Health Services, encapsulating the Troubled Families programme.	Delivered within FY 15/16, Phase Three created a Provider Portal - a fully integrated, "off the shelf" solution that enabled external suppliers to the Council to submit and resolve social care actual invoices and manage those contracts. Citizen/Client Portals were a new asset that reduced demand on front line staff, created the ability for citizens to interact with social care at a time and place of their choosing and enabled citizens to become directly involved in construction their care plan and Single View – another new asset which enabled multi-agency teams, including social care, to cooperate to form a complete picture of an individual's needs and history across a wide variety of "home" agency resources and databases. Single View enabled the council to export and import this information to any system. In addition, (Market Place) Service Directory was also a new asset which was initiated across the region with other Council partners, sharing the investment and savings.

6.2 Strategic Delivery

ICT Revolutions developed information systems in pursuit of:

- Changing the way that Social Care delivered services to its Citizens.
- Changing business processes within the Council and across partner agencies.
- Delivering effective and joined up services which demonstrate good customer care and value for money.
- Delivering Mobile and Agile ways of working for all operational staff.
- Integrated early support and help.

Significant Delivered Changes during the Project:

- Reconfiguration of Social Care
- Development of the Personalisation Agenda
- Change in Business Processes
- Delivery of Mobile and Agile ways of working for all operational staff
- Integrated early support and help
- Client-related data captured electronically at source and entered only once.
- Senior managers able to directly view the performance of the services and of individual teams against key indicators and planned progress.
- Statutory returns produced automatically without the need for intervention by Wirral MBC DASS & CYPD staff other than for quality assurance.
- Service transformation using "best practice" processes.
- Managers having easy access to high quality information and reports.
- A structured workflow and standardised processes is underpinned by policies and regulations that ensure improved compliance. (ICT Revolutions consulted and wrote the policies, procedures, and work instructions for Adult Social Care).
- Customer satisfaction levels have increased as the care they receive is provisioned more quickly and the service is able to respond to changing needs more rapidly.
- Commissioning decisions are better informed, and commissioners are able to commit resources and continue to develop care markets more accurately to the care needs of customers.

Business Benefits:

Overall, the implementation of Liquidlogic enabled DASS & SYOD to respond to the challenging National and Local agendas significantly improved the ability to meet those challenges. The following identify the benefits of migrating from SWIFT to Liquidlogic:
A Stable system – the chosen solution (Liquidlogic) is designed to be used by thousands of users without suffering performance problems.

- **An Intuitive System** – Designed to be used by practitioners, the solution achieved the key objective of improving practitioner engagement.
- **Data Quality** – ICT Revolutions has extensive experience of migrating data from Northgate Swift, as well as other contemporary case management systems. During the implementation, tools were developed to address these. In addition, the resultant Data Quality improvement enabled intelligent insights into customer's needs.
- **Cost Recovery** – Early results showed that inputting data into the new solution was 20% faster than inputting the same data into SWIFT. Please note that much of this gain is due to a more modern software platform, though this requires an effective implementation and configuration to achieve such significant efficiency gains
- **Benefits for Managers and Staff** – Front line staff regarded the configured system as an essential tool that supported the way they work. There was increased efficiency due to reduction and duplication of paperwork, easy to use system, improved information enabling better decision making. Improved management information at all levels.

Our Delivery Approach :

ICT Revolutions' delivery approach considered the needs of the Council within a multi-agency environment, both at go-live and into the future, including:

- Care Act compliance, integration with CCG and Acure Trust information, systems and processes.
- The provision of a service directory of available support within the area.
- The provision of Early Prevention and Support software and business processes to DASS, CYPD, Police, Probation, YOS and Health services, encapsulating the Troubled Families programme.
- Enabling the extraction of information from the case management system to support multi-agency needs-based planning.
- Enabling future benefits from:
    - Sharing electronic records with partners.
    - Supporting the personalisation agenda.
    - Developing project teams and work streams to ensure they establish momentum and work in a coherent and integrated environment supporting each other in achieving the objectives of the programme.

Outcomes :

ICT Revolutions managed the implementation Programme, and also directly delivered the following workstreams:

- Programme – including communications.

- Configuration – Ownership of configuration processes and change management.
- Finance – Data Migration and Configuration.
- Testing – Management of user acceptance testing and data testing.
- Training – Design and delivery of training programme.
- Cut Over to Business as Usual/Go-Live.

In addition, ICT Revolutions managed the following workstreams that were delivered by Wirral staff:
- ICT Infrastructure – design and delivery of ICT hardware to support the systems.
- Data Quality – Management of a Data Quality team and setup of an oversight Board.
- Training – Management of LA end-user trainers.
- Finance Management.
- Business As Usual Team – Training, support and knowledge transfer to LA support staff.

7. How ICT Revolutions Operates

ICT Revolutions operates under a core principle of working with a customer to deliver complex projects and lasting change. Fundamental to this delivery model is the engagement with, and support of, the existing Local Authority staff and the transfer of knowledge to key business-as-usual officers throughout the life of the implementation and beyond.

ICT Revolutions was founded by a local authority in-house team and recruitment has focused on attracting high quality individuals with a strong public sector background. The company pays above market rate wages to attract the best candidates and enjoys high staff retention levels. This, in turn, has helped the company to become unquestionably expert in its two domains – social care and education systems. This high degree of specialisation, high quality of staff and depth of experience have collectively built up a unique resource base and level of expertise in these specific niches.

ICT Revolutions has a company ethos of supporting the UK public sector, including saving public bodies money and participating in activities which help the local government and health communities to procure and implement systems more effectively. Our Managing Director is a qualified, registered social worker and virtually all members of the team have spent many years working in local government.

Looking specifically at the Wirral Council case study, our approach involved:

- Identifying and engaging with key decision makers within the social care and finance businesses to understand and own key design decisions.
- Identification of a cohort of business "champions" to engage in testing throughout the implementation, to support communications and engagement of their colleagues.

- Identification of key business-as-usual delivery and support staff to transfer the knowledge and skills to develop and support the systems after go-live.

This approach delivered the following benefits:

- Managers at all levels had control of business decisions, workflow and commissioning for customers.
- There are fewer hand-offs for customers and professionals alike.
- There are reductions in the time between care assessment and provision of care.
- Managers became more able to maximise the use of available resources through more accurately matching care needs and provision and support reviews, both scheduled and unscheduled, to ensure needs were met.
- A reconfigured business support service working in different ways to ensure business efficacy.
- Practitioners having more contact time with customers.
- Practitioners able to work in a variety of ways in order to meet customer expectations and balance personal performance with work choice.

ICT Revolutions are experienced in the configuration, training, testing, and data migration to Finance systems for both Adults' and Children's Social Care, Accounts Payable and Receivable.

8. Our Clients

ICT Revolutions are proud to have worked with

ICT Revolutions have been delivering safe and timely systems implementations for over 10 years' in the adults and children's social care, early help, finance and education sectors. In that time we have worked with dozens of local authorities and other public sector organisations. Here are just a few that we are proud to have worked with:

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