

## Key Functions

### Core Systems

Core corporate systems are those which are used across the authority regardless of service area. In order to be classified as a core system, interdependencies must exist across the authority with universal usage. A system may also be considered as core if it provides a supporting service which other core systems depend upon.

Financials	
<b>Current System</b>	Agresso
<b>Penetration</b>	All service areas
<b>Usage</b>	General ledger, purchase orders, bank reconciliation, creditors
<b>Interdependencies:</b>	
EDRM	Storage of invoices and related financial documents
E-Mail	Distribution of notices, orders, etc.

Customer Relationship Management	
<b>Current System</b>	Oracle LG45
<b>Penetration</b>	Most service areas
<b>Usage</b>	Service request management, job tracking, case management, task assignment
<b>Interdependencies:</b>	
EDRM	Storage of invoices and related financial documents
GIS & Gazetteer	For spatial information relating to addresses and geography of service areas
Email	Distribution of notices, service requests, etc.

Electronic Document & Records Management (EDRMS)	
<b>Current System</b>	Information@Work
<b>Penetration</b>	Most service areas
<b>Usage</b>	Permanent, legally submersible document storage with security and retention scheduling
<b>Interdependencies:</b>	
Gazetteer	Unique Property Reference numbers used throughout Planning & Street Scene

Time Management	
<b>Current System</b>	Mitrefinch
<b>Penetration</b>	All service areas
<b>Usage</b>	Management of time recording, holiday management, resource planning, scheduling, skills recording, training management, employee information, web based access, overtime recording
<b>Interdependencies:</b>	
None	

Desktop Products	
<b>Current System</b>	Microsoft XP / Office 2003
<b>Penetration</b>	All service areas
<b>Usage</b>	Operating System, Office Productivity, Email
<b>Interdependencies:</b>	
Server Products	Dependent on application in use
Email	Outlook requires the use of an Exchange Server

Core Server Products	
<b>Current System</b>	Microsoft Windows Server
<b>Penetration</b>	All service areas
<b>Usage</b>	Operating System, Database, Unified Communications, Email
<b>Interdependencies:</b>	
Desktop Products	Dependent on application

Core Security Products	
<b>Current System</b>	Sophos
<b>Penetration</b>	All service areas
<b>Usage</b>	Email/Web content filtering, anti-virus, endpoint security, encryption, centralised administration.
<b>Interdependencies:</b>	
None	

Geographic Information Systems / Local Land and Property Gazetteer	
<b>Current System</b>	IDOX GMS / ESRI Arc
<b>Penetration</b>	Most service areas
<b>Usage</b>	Spatial data storage, web map service, corporate addressing, database population, system integration, property searches.
<b>Interdependencies:</b>	
Server Software	Core GIS Services rely on the features of the Windows Operating System and SQL Server databases.

### Strategic Systems

Strategic systems are those which are used in service areas to fulfil a specific requirement. In order to be classified as a strategic system, interdependencies must exist between that system and other strategic systems - either directly or through an established protocol. A system may also be considered as strategic if it provides a supporting service which other departments may depend upon.

Strategic systems are not used universally across the whole authority.

IDOX Uniform	
<b>Current System</b>	IDOX Uniform
<b>Penetration</b>	Development Control
	Building Control
	ICT
	Estates & Asset Management
<b>Usage</b>	Land Charges
	Landscape
Facilities	
<b>Usage</b>	Development control, building control, enforcements, tree preservation order management, dangerous structures, street naming and numbering, local land and property gazetteer, exporting to NLPG hub, planning portal submissions, competent person submissions, estates management, asset registration, maintenance management, land charges, NLIS submissions (official property searches), public web access to planning applications, public web access to automated land charge searches, spatial database management.
<b>Interdependencies:</b>	
EDRMS	Documents created in the Uniform system are stored within the council's EDRMS as are documents which relate to particular system applications.
GIS	

Revenues & Benefits	
<b>Current System</b>	Northgate Revenues & Benefits
<b>Penetration</b>	Council Tax Business Rates Housing Benefits
<b>Usage</b>	Management of Council Tax payments, preparation of bills, management of payment plans, management of benefit payments, landlord direct payments, arrangement of business rates accounts, benefits calculations, performance measurement, Revenues and Benefits customer relationship management.
<b>Interdependencies:</b>	
EDRMS	Documents created in the Northgate system are stored within the Council's EDRMS together with any additional resident information and correspondence

Civica Authority	
<b>Current System</b>	Civica APP
<b>Penetration</b>	Environmental Health Housing
<b>Usage</b>	Environmental health, food safety, pest control, sampling, contaminated land monitoring, job tracking, housing grants allocation, housing monitoring
<b>Interdependencies:</b>	
EDRMS	Documents created in the Civica system are stored within the council's EDRMS as are documents which relate to particular cases.
Gazetteer / GIS	The core address set within the Civica system is a replication of the Councils Gazetteer. Spatial information is presented using the Councils GIS
CRM	Requests for service

Health & Safety Management	
<b>Current System</b>	Target 100
<b>Penetration</b>	All Departments
<b>Usage</b>	Health and Safety Management
<b>Interdependencies:</b>	
None	

E-Payments	
<b>Current System</b>	Capita pay.net
<b>Penetration</b>	Most departments who handle payments
<b>Usage</b>	Telephone payment processing, web payment processing, cash reconciliation, account transfers, chip and pin
<b>Interdependencies:</b>	
Agresso	Management of accounts
Cash Receipting	Shared system with 6 other local authorities, managed by NULBC

### Local Systems

Local systems are those which are used in a single service area to fulfil a specific requirement. Local systems may have interdependencies on other strategic or core systems - either directly or through an established protocol.

Local systems are not used universally across the whole authority.

Altisis Deployment Solutions	
<b>Current System</b>	Altisis Deployment Solutions
<b>Penetration</b>	ICT
<b>Usage</b>	Remote deployment and management of PC Images, software and configuration changes

Laptop Encryption	
<b>Current System</b>	SafeEND
<b>Penetration</b>	ICT
<b>Usage</b>	Used for the encryption of Laptop Hard Disks in compliance with Government Security Standards

Virtualised USB & Multimedia	
<b>Current System</b>	TCX Virtualisation
<b>Penetration</b>	ICT
<b>Usage</b>	Required to allow the use of USB devices and multimedia on virtualised PC's using Wyse terminals.

Crematorium	
<b>Current System</b>	Ultimate
<b>Penetration</b>	Crematorium
<b>Usage</b>	Tracking of activities and case management

Bereavement Services	
<b>Current System</b>	Asset Trac
<b>Penetration</b>	Burial Services
<b>Usage</b>	Tracking of grave allocation, location, usage and history.

Fuel Management	
<b>Current System</b>	Fuel Tek
<b>Penetration</b>	Fleet Services
<b>Usage</b>	Monitoring and management of corporate fuel reserves and usage

Audit Services	
<b>Current System</b>	Apace
<b>Penetration</b>	Audit Services
<b>Usage</b>	Monitoring, recording and reporting of audit outcomes, forward planning of audit requirements.

Leisure Services	
<b>Current System</b>	Gladstone
<b>Penetration</b>	Leisure Services                      Customer Services
<b>Usage</b>	Management of leisure centre activities, activity planning, booking management, exercise programme management, remote access to leisure service user's personal records.

ICT Backup Software	
<b>Current System</b>	Symantec Backup Exec
<b>Penetration</b>	ICT
<b>Usage</b>	Used for ensuring effective backups are taken from all ICT systems and managing the process of retention and restoration where required.



Cash Receipting	
<b>Current System</b>	Radius ICON
<b>Penetration</b>	ICT
<b>Usage</b>	Reconciliation of cash received by the authority to accounts and relevant budget areas, including payments made directly to the authorities bank accounts via standing orders.

Sundry Debtors	
<b>Current System</b>	Civica Financials
<b>Penetration</b>	Revenues & Benefits
<b>Usage</b>	Used for the managing the collection of Council issued bills, invoices, etc.

Legal Debtors	
<b>Current System</b>	Civica Legal
<b>Penetration</b>	ICT
<b>Usage</b>	Used for the legal case management of sundry debts which are not paid and arrangements to make payments, court actions, case history, etc.

Human Resources	
<b>Current System</b>	Chris21
<b>Penetration</b>	Human Resources
<b>Usage</b>	HR and payroll management

Insurance	
<b>Current System</b>	Figtree
<b>Penetration</b>	Risk and Insurance
<b>Usage</b>	Management of the authorities insurance policies, monitoring of claims, costs and reporting

Risk Management	
<b>Current System</b>	Grace
<b>Penetration</b>	Risk & Insurance
<b>Usage</b>	Management of corporate risk, mitigations, occurrence and on-going monitoring.

BACs Payments	
<b>Current System</b>	Albacs
<b>Penetration</b>	Finance, Creditors
<b>Usage</b>	Automated electronic bank account payments