

ICT Software Review – Change Impact Assessment**Pre-Procurement Checklist**

This assessment should be used for all software: Core, Strategic, Local/Standalone

Section 1: Technical Aspects

Aspect	Yes	No
Is the Software up-to-date (i.e. patched/service packed to the current version)?		
Is the Software still being developed by the supplier?		
Is the Software still supported by the supplier?		
Are there periodic updates to the software on a regular, consistent basis?		
Are periodic updates (in general) installable by ICT?		
Is the Software reliable and stable?		
Is the Software compatible with the Councils Virtual Server architecture?		
Is the Software compatible with the Councils Virtual PC infrastructure?		
Is the software compatible with the Council network infrastructure?		
Does the Software have excessive system requirements?		
Is the software compatible with other Core Council applications?		
Is the software overall a good technical fit for the authority?		
Is ICT able to support the software easily?		
Is ICT able to support development of the system to meet local needs?		
Is the software integrated with 2 or more systems?		
Is the software supported by a complex relational database?		
Is ICT satisfied with the level of support available from the supplier?		
Total		

Section 2: Organisational/User Aspects

Aspect	Yes	No
Does the software meet the needs of the authority, in terms of statutory service delivery?		
Does the software meet the needs of the users?		
Does the software support front line service delivery?		
Is the software easy to use (once training is completed)?		
Does the software have to support complex tasks or processes?		
Are many users within the organisation familiar with the software?		
Is the software used across multiple departments?		
Does the software have different uses in different departments?		
Does the software make it easy for departments to work in partnership?		
Does the software have an external, customer facing interface?		
Is the external customer interface well used?		
Is the external customer interface well embedded?		
Total		

Section 3: Commercial Aspects

Aspect	Yes	No
Is the Software still the suppliers currently offered product?		
Is the software prevalent within the marketplace?		
Is the software regarded as a "best of breed"?		
Would replacement require the mass transfer of significant data?		
Would replacement require redevelopment of local documents and processes?		
Would the transfer of data be a complex operation e.g. cross referencing?		
Would the redevelopment of local documents and processes be complex?		
Would replacement require retraining of 10 or more staff?		
Would replacement require retraining of front line staff?		
If required, is retraining likely to take longer than 2 days?		
Has benchmarking of existing costs with other authorities for similar solutions not revealed considerable differences (greater than 10% variance in costs)?		
In context, are the costs for the system considered to be reasonable?		
Are costs for additional services from the supplier reasonable?		
Is the existing supplier/customer relationship good?		
Could the software be used in other areas to add value?		
Could the software be considered 'proprietary' i.e. no comparable alternative		
Is there scope with the existing supplier to re-negotiate costs and terms?		
Is the outcome of procurement likely to favour the incumbent supplier?		
Total		

Overall Evaluation

	Num. Yes	Num. No
Technical		
Organisational/User		
Commercial		
Total		

Total Number of No's _____ / 47 = _____%

Note: If the number of No's in any section or overall is greater than 50%, re-procurement is a viable option.