

**REPORT OF** Head of Legal and Governance & Monitoring Officer  
**To:** Full Council  
**Subject:** Revenues & Benefits Document Imaging Process (DIPS) upgrade & conversion  
**Date:** 2<sup>nd</sup> October 2023 **Reference:**

**PURPOSE OF REPORT:**

To seek approval for funding in order for a conversion of and upgrade of the DIPs system within the Revenues and Benefits team

**1. INTRODUCTION**

The Revenues and Benefits teams use a Document Imaging Process (DIPS) system on a daily basis for their workflow. All written correspondence from customers is either scanned or uploaded onto this software, the documents are indexed to customers individual claims/accounts and workflow then distributes to the officers for action.

The current Opentext DMS product RKYV 12X is no longer being developed and there is a limited support contract with Opentext. There are no more bug fixes or ongoing development for the product and it is in an 'end-of-life' support model.

In addition to this, the 2012 servers which is used by the RKYV system is no longer being supported by Microsoft from November 2023; therefore there is a requirement to upgrade or move to a new system by November 2023 in order to remain secure and compliant.

Costings were sought from the current supplier and a comparison made to costs provided by Capita (see the attached PID for full breakdown), and although the initial outlay to move to the Capita product is more, the savings will be made year-on-year due to the reduction in ongoing maintenance costs.

Revenues and Benefits are statutory services and it is therefore imperative that the system is upgraded in order for staff to continue to provide an excellent service to the Torridge residents, in the most efficient way possible whilst maintaining customers documents in a secure environment.

**2. REPORT**

Please see the attached PID document for the full details, as agreed and scored by the relevant panel members.

**3. IMPLICATIONS**

Legal Implications

Failure to upgrade the current system puts the Authority at greater risk of cyber attacks and data breaches as the current software is no longer being supported or fixed.

Financial Implications

These are contained in the PID document.



### Human Resources Implications

The system admin team and IT will assist Capita with the conversion, upgrade and staff training.

### Sustainability/Biodiversity Implications

None directly applicable to this report as it is a replacement and upgrade of software.

### Equality/Diversity

None directly applicable to this report as it is a replacement and upgrade of software.

### Risk Management

The Council will be required to reduce expenditure over the medium term. The conversion to the Capita system will give year-one-year savings due to the lower annual maintenance charge.

### Compliance with Policies and Strategies

None directly applicable to this report as it is a replacement and upgrade of software. Continuing to use a DIPs system is in keeping with the Council's IT strategy. However, failure to implement the upgraded system will result in the Revenues and Benefits service not being compliant with the Council's Policies and Strategies.

### Data Protection (GDPR) Implications

Failure to upgrade the system increases the risk of data breaches as the current product is no longer being developed and supported; in addition the servers the current product is on will no longer be supported by Microsoft from November 2023. Failure to upgrade increases the risk of a cyber attack.

### Climate Change

None directly applicable to this report as it is a replacement and upgrade of software.

### Ward Member and Lead Member Views

Date of Consultation - 17.08.23

By Cllr Simon Newton, Lead Member for Legal and Democratic Support:

DIPS is an essential system for the access and storage of client data by the Revenues & Benefits team. The legal and GDPR implications of keeping such data in a secure and compliant manner are self-evident. The Council must ensure that any IT systems they use remain current and fully supported in order to provide the best level of protection and operability available.

The current Opentext DIP system will no-longer be supported by Microsoft from November 2023 and so an upgrade or replacement is required before then. Figures in the PID above show that the upgrade option is cheaper to implement but very expensive to maintain, whereas moving to a new Capita DIP system would be more expensive to implement but



much cheaper to maintain. The figures in the PID demonstrate that the upgrade option will have become the more expensive within 2 years.

There is also the possibility that the Council will move to a web-hosted Capita system in the future, at which point an Opentext DIP system could not be supported, so there is also additional risk with the upgrade option.

I strongly recommend that Council agree to replace the DIP system used by the Benefits and Revenues team with the Capita DIP system, this being the cheapest option as well as being supported by future IT systems that the Council may move on to.

#### **4. CONCLUSIONS**

The PID document summarises the reasons for the request for the capital in order to fund a conversion and upgrade of the Revenues and Benefits DIPs system to the Capita product.

The matter was approved by the Community and Resources Committee on the 11<sup>th</sup> September 2023, however this now needs to be approved by Full Council to decide whether Full Council is agreeable to approving the PID into the Council's budget.

Overall, the cost of this system is less than the current system (see attached PID document), however the initial capital outlay is more. There is an ongoing saving to the Council of £31,300 per annum.

#### **5. RECOMMENDATIONS**

That Members authorise the funds in order to allow for the conversion and upgrade of the Revenues & Benefits DIPs system to the Capita product

#### **SUPPORTING INFORMATION**

Consultations:	Officers Consulted	Steve Burgess, IT Peter Hudson, Principal Accountant Jo Wells, Revenues & Benefits Manager
Contact Officer:	Staci Dorey	
Background Papers:	Project Initiation Document (PID), attached Community and Resources Decision Notice	

