Title of Report:	**Application Managed Services (AMS) Approval**
Committee Report Submitted To:	**Finance Committee**
Date of Meeting:	**14 September 2023**
For Decision or For Information	**For decision**
To be discussed In Committee YES/NO	**No**

Linkage to Council Strategy (2021-25)	
Strategic Theme	Cohesive Leadership
Outcome	Council has agreed policies and procedures and decision making is consistent with them.
Lead Officer	Chief Finance Officer

Budgetary Considerations	
Cost of Proposal	£35.196
Included in Current Year Estimates	**YES/~~NO~~**
Capital/Revenue	Revenue
Code	
Staffing Costs	

Legal Considerations	
Input of Legal Services Required	**~~YES~~/NO**
Legal Opinion Obtained	**~~YES~~/NO**

Screening Requirements	Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals.		
Section 75 Screening	Screening Completed:	~~Yes~~/No	Date:
	EQIA Required and Completed:	~~Yes~~/No	Date:
Rural Needs Assessment (RNA)	Screening Completed	~~Yes~~/No	Date:
	RNA Required and Completed:	~~Yes~~/No	Date:
Data Protection Impact Assessment (DPIA)	Screening Completed:	~~Yes~~/No	Date:
	DPIA Required and Completed:	~~Yes~~/No	Date:

1.0   Background

Council had previously agreed that a new Financial Information and Payroll system be procured, this report is to provide members with a recommendation to engage Technology One's Application Managed Services (AMS) Section to assist with product enhancements.

2.0   Detail

The One Council system has been purchased from Technology One Ltd. This is a cloud-based system which will allow increased flexibility for Council staff to access financial information but also vital processes such as payroll, accounts payable, accounts receivable and more.

3.0   Implementation

On 1 April 2023 the new Financial System went live with Accounts Payable, Accounts Receivable, Purchase Ordering and Financial Reporting all being processed on the new platform.

3.1   System development and enhancements

Whilst the benefits of the new system are being realised and utilised as we speak there are many more features and additional functionality not previously available to Council in the previous system that can be utilised. In order to make use of these features some development work needs to be undertaken however not all of this is able to be done by Council's own staff at this point as they are still in effect learning the system. Technology One has a separate section within its structure who can assist in these types of scenarios and this is the AMS section. Many of the tasks that we will want to undertake do not fall within the remit of either the implementation team or the software support team therefore AMS can step in and provide the required support. It is anticipated that AAMS can be used to assist with the development of enhanced system features and at the same time equip in house staff to be able to carry out this work themselves in the future therefore it not anticipated that AMS engagement will be a long term requirement but rather a method to get us to a point of self-sufficiency at which time the service can be discontinued.

3.2   AMS Offering

The standard term of an AMS contract is for 12 months and works on the basis of a monthly allocation of "credits" that can be drawn down as requirement arise. The benefit of using this arrangement is twofold;

Firstly the rate for services provided by AMS is more economic that the more usual approach of engaging a Technology One consultant on a job by job basis;

Secondly AMS have a pool of staff who are able to react to our requirements more quickly that the formal consultancy based approach.

The cost of AMS is £2,933 per month and this gives us access to 40 units of support, each unit being equivalent to half an hour of support. When a requirement is presented to AMS they will carry out the necessary work and report how many units that has used. The total cost of a 12 month contract on this basis is £35,196. As this cost exceeds the delegated officer limit Council approval is required. The Chief Finance Officer has authorised a month's engagement at a cost of £2,933 effective from 1 September to allow some work to commence.

3.3   Areas of work

There are a number of areas where we require support in maximising the potential of the new system such as reporting, analytics, integration with other systems and utilisation of features not previously available to us in the former system. In order to enable these benefits there is some ground work to be carried out which at this point in time is beyond the capability of in house staff however in time with the support of AMS these features can be developed in tandem with the development of our staff so that future capability enhancement can be carried out by our own staff.

4.0   Recommendation

It is recommended that Council approve the engagement of AMS for a 12 month period at a cost of £35,196.