

11 March 2019

Baptiste GC
request-553870-
651b9084@whatdotheyknow.com

Information Governance Team
Corporate Services & Digital
County Hall
Bythesea Road
Trowbridge
Wiltshire
BA14 8JN

Our ref: ENQ10766-REQ001

Dear Baptiste GC

Freedom of Information Request – Systems and Customer Relationship Management

Thank you for your request for information dated 19 February 2019, in which you asked for the following information:

- Q1. What is the full official name of the Authority?
- Q2. How large is the Authority in terms of population?
- Q3. How large is the Authority in terms of geographical boundaries?
- Q4. How many information systems / databases does the Authority use?
- Q4a. How many of those are stand-alone (i.e. do not interact with any other information system)?
- Q4b. How many of those interact with at least one other system (e.g. using API calls)?
- Q4c. Are the systems mainly centered around Residents or Properties?
- Q5. What services are provided to Residents by the Authority (e.g. Taxi Licensing, Waste, Education, Planning Applications, etc.)
- Q6a. Does the Authority have an online portal for Residents?
- Q6b. If it does, what is the uptake (as a percentage) across the authority?
- Q7. What percentage of services in Q4 are accessible to Residents online using Single Sign On (SSO) on the portal?
- Q8. What was the Authority's annual spend for 2017-18?
- Q9. What was the Authority's annual spend for 2017-18 for software licensing?
- Q10. What was the Authority's annual spend for 2017-18 for payroll of employees, agency staff, and contractors?
- Q11. Does the Authority use a Customer Relationship Management (CRM) System?
(if Yes answer Q12, if No answer Q13)
- Q12. If the Authority has a CRM system:
- Q12a. When did the CRM system go Live?
- Q12b. How long did the implementation take?
- Q12c. What were the main obstacles encountered to the implementation? (See "CRM Challenges" below, please state all that apply)
- Q13. If the Authority does not have a CRM system:
- Q13a. Has the implementation of a CRM ever been considered?
- Q13b. If Yes to Q13a., what were the reasons for not proceeding? (See "CRM Challenges" below, please state all that apply)
- Q13c. Has the implementation of a CRM ever been planned or undertaken, but subsequently abandoned?
- Q13d. If Yes to Q13c., what were the reasons for the failure of the project? (See "CRM Challenges" below, please state all that apply)
- Q14. Are the IT systems centred primarily around Residents or Properties?

CRM Challenges

Integration of different data sources into a single system
Training users to effectively use the solution
Participation of different departments within the authority
Integration with existing back-office applications
Promoting Usage
Funding
Other (please specify)

Under the Freedom of Information Act 2000 ('the Act') The Council is obliged to:

- Let you know whether we hold the information you have requested
- Provide you with the requested information, if held, (subject to any exemptions under the Act which may apply).

I can confirm that Wiltshire Council holds some of the information you have requested. The available information you requested is as follows or is accessible to you by other means in accordance with Section 21 on the Act.

Q1. What is the full official name of the Authority?

- Wiltshire Council

Q2. How large is the Authority in terms of population?

- Section 21 – available via an internet search.

Q3. How large is the Authority in terms of geographical boundaries?

- Section 21 – available via an internet search.

Q4. How many information systems / databases does the Authority use?

- 1997

Q4a. How many of those are stand-alone (i.e. do not interact with any other information system)?

- None

Q4b. How many of those interact with at least one other system (e.g. using API calls)?

- All

Q4c. Are the systems mainly centered around Residents or Properties?

- No, a wide range of line-of-business applications

Q5. What services are provided to Residents by the Authority (e.g. Taxi Licensing, Waste, Education, Planning Applications, etc.)

- Section 21 - <http://www.wiltshire.gov.uk/>

Q6a. Does the Authority have an online portal for Residents?

- No

Q6b. If it does, what is the uptake (as a percentage) across the authority?

- N/A

Q7. What percentage of services in Q4 are accessible to Residents online using Single Sign On (SSO) on the portal?

- None

Q8. What was the Authority's annual spend for 2017-18?

- Section 21 - <http://www.wiltshire.gov.uk/council-democracy-how-the-council-works-statement-of-accounts>

Q9. What was the Authority's annual spend for 2017-18 for software licensing?

- Section 21 - <http://www.wiltshire.gov.uk/council-democracy-how-the-council-works-statement-of-accounts>

Q10. What was the Authority's annual spend for 2017-18 for payroll of employees, agency staff, and contractors?

Employees	£254,529,441.97
Agency Staff	£6,752,414.14
Consultants	£4,547,991.08

Q11. Does the Authority use a Customer Relationship Management (CRM) System?
(if Yes answer Q12, if No answer Q13)

- Yes

Q12. If the Authority has a CRM system:

Q12a. When did the CRM system go Live?

- 2005

Q12b. How long did the implementation take?

- Approx. 6 months

Q12c. What were the main obstacles encountered to the implementation? (See "CRM Challenges" below, please state all that apply)

- Training staff on the new system
- Manually transferring live data needed from existing database
- Knowledge transfer and training to configure the system (processes/scripting)
- We did not integrate the CRM with any back office systems, so no issues there.

Q13. If the Authority does not have a CRM system: NA

Q13a. Has the implementation of a CRM ever been considered?

Q13b. If Yes to Q13a., what were the reasons for not proceeding? (See "CRM Challenges" below, please state all that apply) Q13c. Has the implementation of a CRM ever been planned or undertaken, but subsequently abandoned?

Q13d. If Yes to Q13c., what were the reasons for the failure of the project? (See "CRM Challenges" below, please state all that apply)

Q14. Are the IT systems centred primarily around Residents or Properties?

- No, a wide range of line-of-business applications

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If you are dissatisfied with the above response you have a right to request a review of your request for information. Details of the complaints and review procedure are appended to this letter.

Yours sincerely

Kyle McCormack

Information Governance Officer
Email: FOI@wiltshire.gov.uk

Freedom of Information Complaints & Review Procedure

Any person who has requested information from Wiltshire Council, which has been dealt with under the Freedom of Information Act is entitled to complain and request an internal review of their request for information if they are dissatisfied with the response they have received.

Requests for review of Freedom of Information requests must be made in writing (includes email) to:

Freedom of Information Lead
County Hall
Bythesea Road
Trowbridge
Wiltshire
BA14 8JN

Email FOI@wiltshire.gov.uk

Please include the reference number, date of your request and details of why the review is being requested. Requests for review should be brought to the attention of the Freedom of Information Lead within 40 calendar days of the response to the original request.

Any request for review will be acknowledged in writing confirming the reasons for the review. The Freedom of Information Lead will allocate the review to someone who is independent of the original decision. The person conducting the review will set a target date for a response with the intention to complete the review within 20 working days. In more complex cases the review may take up to 40 working days.

The reviewer will conduct a full review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account any matters raised by the requestor.

On completion of the review the reviewer will reply to the requestor with the result of the review. If the requestor is still dissatisfied following the review they should contact the Information Commissioner to appeal the decision. The Information Commissioner can be contacted using the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate)
01625 545 745 (national rate)

Email: casework@ico.org.uk