

## Officer Decision Record Customer Information Digital Services

### Record of Decision of David Robinson Service Director - Customer Information Digital Services in respect of the STORM licences for Contact Centre

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#### **Subject**

The new STORM Contact Centre is due to go-live in December 2021. It will manage the customer contacts by several operational services including

- Customer Services Contact Centre (BU12)
- IT Service Desk (BU12)
- Benefits, Taxation & Income Service (BU13)
- Housing Options team (BU8)
- Emergency Duty Team (EDT) (BU3)

The Council needs to provide a purchase order be able to advise the supplier of the types of licences that are to be programmed into the software build by 30th November 2020.

Vodafone has provided an indicative cost based on the information provided on existing users. There is an internal project running parallel with the implementation of the new contact centre which is liaising with the services and reviewing how they use the contact centre and who will need the licences, this will generate a Master Data Set.

A PO is required up to £169,629.60 which is worst case scenario to get us over the initial line and ensure the contact centre goes live on time. Vodafone will only invoice the Council for the licences used, it is expected that the Master Data Set that Ian Barker is creating for all Contact Centre users will generate a saving on the PO by reducing the number of users. This Master Data Set will be completed and submitted to Vodafone by mid-November to ensure the Council is billed accordingly.

#### **Authority**

The Decision will be under the authorisation of David Robinson. The total spend/contract value is under £250,000 as per the Officer Decision Recording approval process.

#### **Decision Taken**

The decision is to approve the purchase of the STORM software licences

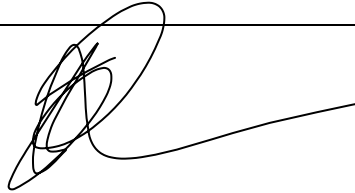
#### **Date of Decision**

11<sup>th</sup> September 2020

#### **Elected Member Conflicts of Interest**

*Record any conflicts of interest, and dispensations granted*

*Signature*

A handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke extending to the right.

*David Robinson*

*Service Director - Customer Information Digital Services*

*Scan / email the completed form and appendices to the Council Governance Unit  
and keep the original on the project file*

## **Officer Decision Record – Spend Approval:**

The Officer Decision Record is to be used for approval to spend against your budget.

- (a) Up to £250,000 – Delegated Officer decision, **Executive/Service Director**
- (b) £250,000 to £500,000 – Delegated Member decision, **Member**
- (c) £500,000 and over – Cabinet decision, **Cabinet**