

Issues Status Report for Leisure System Project

Portfolio Holder Cllr C Eginton
Responsible Officer Head of ICT

Reason for Report: To update the Audit Committee on the Leisure Service computer system implementation.

RECOMMENDATION(S): The Committee note the progress made in resolving issues.

Relationship to Corporate Plan: None arising from this report.

Financial Implications: Poor system performance could jeopardise the management of the Leisure Centres. The implementation has been delivered within budget.

Legal Implications: Unreliable supplier performance could be voiding Tender contract.

Risk Assessment: The performance of both the system and the outstanding issues are regularly monitored and escalated as necessary to the Head of ICT and to the Managing Director of the supplier company, XnLeisure.

1.0 Introduction

1.1 During the life cycle of any project implementing new or replacement computerised information systems there are a series of issues raised, actioned and resolved.

1.2 Typical issues deal with:-

- Requests for Change (where something different from what is supplied is required due to changes in procedures etc.);
- Off Specifications (where additional functionality is required);
- Questions; and
- Statements of concern (where the management of data may be not as was envisaged).

Any of these could be escalated to Risk status if warranted.

1.3 Frequently issues are 'Statements of concerns' that result in Support Calls being logged with MDDC ICT Helpdesk and escalated to the supplier Support Helpdesk as necessary. The source of the concern can be caused by something we have done/not done, or by the system malfunctioning or supplier problems, or the customer requiring training or not following business processes.

2.0 **Leisure Service Systems provided by XnLeisure**

- 2.1 The replacement system for Leisure is called **XnLeisure**. It has a third party reporting system associated with it named **Cascade**. There is also a Fast Track system with Card Swipe (**Kiosk**) and associated door entry system (**Doorwatch**). The online booking system is called **Horizons**. **XNLeisure also** has two databases, **Advantage** and **Dimension which underpin and support these applications**.
- 2.2 The number of systems in use, their interactions one with another as they are updated and amended has been a cause of difficulty in bringing stability to the overall Leisure Service system.

3.0 **RESOLUTION OF ISSUES**

- 3.1 During the project implementation and up to the Go Live date of the end of March 2011 we logged 52 issues that are all now closed.
- 3.2 Since the Go Live of XnLeisure and going through the period of implementing Cascade, Horizons, Kiosk and Doorwatch there have been a further 351 issues logged ranging from mundane to complex. At the moment only eight remain open. As this is a constant changing situation a verbal update will be supplied at the meeting.
- 3.3 We have had problems with supplier performance and their responsiveness from time to time necessitating escalating to their Managing Director. This has resulted in him visiting sites and taking a personal interest in issue resolution. This has generally been successful and he has also been instrumental improving responses with the third parties involved.
- 3.4 XnLeisure at our request, have conducted comprehensive system health checks at their expense to ensure that all parts are installed and configured correctly. The systems are currently seen as stable and in regular maintenance.

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Circulation of the Report: Cllr C Eginton, Cllr B Deed, Management Team

List of Background Papers: Current list of outstanding Issues