

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Deputy Leader
2.	Date:	15 April 2013
3.	Title:	Axios Assyst – Service Management Software suite
4.	Directorate:	Resources

5. Summary

The Council uses Axios Assyst as its main service management tool allowing IT to efficiently manage IT incidents, problems and manage calls to the IT service desk. It is also used to manage customer requests for new equipment and software and to track IT costs.

The annual maintenance of the software costs £29,856. Exemption from Standing Orders is sought on the basis that only the software supplier (Axios) is capable of supplying and supporting this software.

6. Recommendations

It is recommended that:

- **The contract for the licence, support and maintenance of the Axios Assyst system be exempt from the provisions of standing order 47.6.3 (requirement to invite at least 3 written quotations for contracts with a value of £20,000 but less than £50,000) and the contract be awarded to Axios.**

7. Proposals and Details

Axios Assyst is used by all staff within IT. It is used to control IT incident and problem management, service requests for new IT hardware and software and our IT service desk. It is also used to provide essential performance statistics. It also provides the IT online portal which enables staff to log and chase calls.

Axios (the suppliers of Assyst) charge RMBC £29,856 per annum for the licence, support and updates to the software.

ICT and procurement services have confirmed that as the suppliers of the software Assyst are the only business which can provide support and maintenance.

Other software solutions exist which could fulfil the same function as Assyst, but RMBC does not wish to move to a new product. The estimated cost to change to a new software package, including re-training costs, would be £150,000. It is proposed to carry out a review of options during 2013/14, but in the meantime failure to renew the existing license and support contract for 2013/14 would leave the IT Service unable to deal effectively with service requests, performance monitoring and the effective resolution of IT incidents and interruptions.

8. Finance

The cost of Assyst is set out above. Adequate budget is available to cover this cost.

9. Risks and Uncertainties

Assyst is used throughout ICT and the information it produces is used throughout the Council.

If we do not renew support and maintenance, the continued use of the software will be put at risk and several key controls within ICT will stop.

10. Policy and Performance Agenda Implications

Policy and performance issues are discussed elsewhere in this report.

11. Background Papers and Consultation

Consultation has taken place with colleagues in Legal, Finance and Procurement Services and all have confirmed agreement with the proposals.

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