

**Item: 16**

**Title: IT Systems update**

<b>Gweithredu / Action required</b>	For information
<b>Amseru / Timing</b>	Routine
<b>Argymhelliad / Recommendation</b>	The Board is asked to note the content of this paper.
<b>Risg / Risk</b>	<p>Llais's digital infrastructure is crucial to the to supporting the efficient and effective delivery of our functions and responsibilities.</p> <p>This paper is linked to the following risk:</p> <ul style="list-style-type: none"> <li>- <b>IT implementation</b> - delay in implementing IT systems inhibiting staff to carry out their roles effectively and efficiently and impacting staff morale.</li> </ul>
<b>Cyllid / Finance</b>	N/A
<b>Amcan Cynllun Corfforaethol / Corporate Plan Objective</b>	Priority 07 – Be a well-run, trusted and ambitious organisation
<b>Cydraddoldeb, amrywiaeth a chynhwysiant / Equity, diversity and inclusion</b>	N/A
<b>Cyfathrebu / Communications</b>	<p>Please tick one of the following boxes if this activity will have an impact on:</p> <p><b>Internal:</b> our people <input checked="" type="checkbox"/></p> <p><b>External:</b> our customers/partners/stakeholders <input checked="" type="checkbox"/></p> <p><b>External:</b> our organisation's reputation <input checked="" type="checkbox"/></p>

<b>Cymeradwyaeth / Approval/Clearance</b>	Chief Executive
<b>Trafodaethau/ Penderfyniadau Blaenorol / Previous discussions/decisions</b>	Board members receive regular IT updates.
<b>Awdur/ Cyflwyno / Author/presenting</b>	Angela Mutlow, Strategic Director of Operations and Corporate Services.
<b>Dyddiad / Date</b>	08.01.2024
<b>Cefndir / Background</b>	
<p>During the establishment phase of Llais, the Board was informed that Digital Health &amp; Care Wales was unable to support non-NHS bodies. Because of this the Welsh Government run a tender exercise to appoint a service provider to provide full digital network support to Llais. Centreprise was awarded the contract and work has been undertaken to migrate all IT systems over to the Llais network.</p> <p>Shortly after Llais became operational, all relevant digital records were transferred from the former Community Health Councils in Wales and the Board of Community Health Councils in Wales to Llais. These were transferred over on a like for like basis, on the understanding that a new records management framework using Microsoft Sharepoint would need to be designed to enable staff to share, edit and store documents, as well as provide an organisational 'Intranet' to to meet the needs of a new, single national organisation.</p> <p>Earlier this year work began to develop a Customer Relationship Management system (CRM) for Llais. The intention is that the system will support the planning, management and delivery of our core functions and services, as well as some other key support services including staff and volunteer activity management. The system will support our complaints advocacy service, public engagement and representation functions.</p>	
<b>Manylion / Detail</b>	
<b>1. CRM</b>	

The CRM project is progressing in line with our agreed project plan, with the status of the project showing as green.

The team are currently working on the final phases of the project which includes:

- The migration of our live and closed complaints advocacy data
- A staff training programme, which incorporates the training for a number of nominated 'super users'
- The development and provision of user guides
- Arrangements for a support contract.

### CRM IT Health Check

An IT health check on the new CRM development is currently being undertaken. Any issues highlighted will be fully investigated and will be resolved as soon as reasonably possible. Further progress will be reported to the next meeting of the Audit, Risk and Assurance Committee.

### Staff Training

Staff will receive their user training within the same week the function they work within goes live.

### Go Live Timeline

<b>Function</b>	<b>Date</b>
Advocacy migration (inactive cases)	30 Jan – 8 Feb
Staff & volunteer function goes live	9 February
Engagement function goes live	15 February
Representation function goes live	15 February
Advocacy migration (active cases)	13-20 February

Advocacy function goes live

21 February

## 2. End user service

The end user work programme is now drawing to a close.

The following work is still outstanding:

- Network switch support contract. We are in discussion with Centreprise to develop a support contract. This work is dependent on Centreprise and Digital Health and Care Wales.
- Virgin Media to confirm a switch of services for the Neath Port Talbot regional office.

## 3. SharePoint

Llais has recruited a temporary member of staff to lead the project to develop our new records management system – SharePoint, as well as to further develop our Intranet pages.

A planned work programme has been developed and agreed. The first phase is underway and is focused on the National Office and the all Wales records.

Staff training on the Sharepoint system is being rolled out across Wales. This is scheduled to be completed by the end of January 2024.