

LONDON BOROUGH OF BROMLEY

STATEMENT OF EXECUTIVE DECISION

The Portfolio Holder for Resources, Commissioning and Contracts Management, Councillor Graham Arthur has made the following executive decision:

POST COMPLETION REVIEW REPORT - UPGRADE OF CORPORATE CUSTOMER SERVICES IT SYSTEMS INCLUDING MS DYNAMICS CRM SYSTEM AND CORPORATE WEBSITE

Reference Report:

Enc. 1 for Post Completion Review Report - Upgrade of Corporate Customer Services IT Systems including MS Dynamics CRM System and Corporate Website, 25/05/2021 Executive, Resources and Contracts Policy Development and Scrutiny Committee

Decision:

That the findings of the Post Completion Reviews that have been carried out in respect of: (1) The successful upgrade of the CMS Corporate Website to the Jadu Continuum product and the successful migration of the My Bromley Accounts to the new software; and (2) The successful upgrade of Microsoft Dynamics to Version 2011 and the completion of the IT Options Appraisal which outlined the roadmap to move from Dynamics 2011 to Jadu CXM; be endorsed.

Reasons:

Capital Programme monitoring and review is part of the planning and review process for all services. Capital schemes help to maintain and improve the quality of life in the borough. Effective asset management planning (AMP) is a crucial corporate activity if a local authority is to achieve its corporate and service aims and objectives and deliver its services.

The proposed decision was scrutinised by the Executive, Resources and Contracts PDS Committee on 25 May 2021 and the Committee supported the proposal.

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Councillor Graham Arthur
Portfolio Holder for Resources, Commissioning and Contracts Management

Mark Bowen
Director of Corporate Services
Bromley Civic Centre
Stockwell Close
Bromley BR1 3UH

Date of Decision: 26 May 2021

Implementation Date (subject to call-in): 3 June 2021

Decision Reference: RCCM21005