Further to your Information request FOI64615 please find your questions and our responses below:

Questions:

IT systems at your authority:

1. Members/councillors enquiries system? Used by members or their representatives to log and track enquiries that the public have made to them. **Response:** RBWM do not have an IT system used by members or their representatives to log and track enquiries that the public have made to them.

2. Self Service/Customer Portal? For the public to access a range of services through a portal usually on the authority’s web site. This may also involve tracking of the enquiries by the member of public through a registration process. Academy Self service providing access to Council Tax accounts and landlord access for housing benefit claims. I believe Local Life is no longer in use and that there is an account associated with Maps online which I don’t know anything about.  
   **Response:** The current Maps-Online solution provides members of the public with access to a range of council data but it does not allow for the logging of enquiries. By the end of Q1 2013 a newer version of Maps-Online will have been implemented which gives the public access to a wider range of council data and in some instances the ability to submit enquiries to the council.

3. IT Asset Management system? This is used to help manage the estate of servers, desktops and Laptops. It holds information about each piece of hardware and updates automatically from each machine on a regular basis. **Response:** There is no full production asset management tool at present. It is a manual entry system.

4. Waste management? This can be a system to support commercial or domestic waste. **Response:** I can confirm that RBWM have used Lagan Frontline for the management of waste enquiries for the past 3 years. RBWM still use Lagan to instruct Veolia (our waste contractor) to carry out works. Veolia now re-key the info RBWM pass to them onto their own system and use this to manage commercial/domestic waste services.

5. FOI Management? Used to track FOI, Data protection or Environmental Information Regulations? Information requests **Response:** Information Management Requests are not currently recorded into an IT system, they are entered and tracked manually using excel spreadsheet.
For each of the above systems if appropriate I would like to know the following information:

Name of current supplier
**Response:** Maps-Online is provided by Astun Technology via a product called iShare.

Cost of initial implementation
**Response:** We do not hold this information

On-going costs (Support and licensing)
**Response:** Maps-Online is just one of a number of software packages provided by Astun Technology and falls within RBWM’s yearly maintenance contract. Currently approximately £11,500

Number of FTEs that support the systems
**Response:** Maps-Online is supported by 1 FTE

When the current IT contract is due to finish
**Response:** RBWM’s contract with Astun Technology is due for renewal at the beginning of Dec 2013.

If any of the above systems are delivered as part of a partnership or shared working arrangement can you please give the other parties involved and what your is your monetary contribution.
**Response:** N/A

This concludes your request **FOI64615**.

If you require translation of the information you have been sent please do not hesitate the contact us.

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager  
Royal Borough of Windsor & Maidenhead  
Town Hall, St Ives Road  
Maidenhead  
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:
We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Ben Savage
Information Management Officer
Legal Department
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Royal Borough of Windsor & Maidenhead
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