

# Housing Scrutiny Committee

## PFI2 Project - Digital Services & Data Migration

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13<sup>th</sup> July 2021

# Project Aim for Digital Services

The aim of this project for Digital Services is to:

- migrate the records and data from the Partner Organisation systems into the equivalent systems in LBI by the 4<sup>th</sup> April 2022
  - 'United Living' for Gas (primary system is called 'Flag')
  - 'Rydon' for Repairs (primary system is called 'Planet')
  - 'Hyde' for Management of Service Charges (primary system is Northgate (Islington), plus Customer Relationship Management (CRM) system called TED)
- Provision incoming staff with Islington IT equipment
- Ensure the core systems accommodate the growth in transactions with no loss of performance.
- The key PFI2 contract end date is the 4<sup>th</sup> April 2022 – but we have to factor in other significant dates and allow for a long run up.

# Digital Services – Our commitment

Digital Services recognises the importance of this project to the council, the PFI2 partners and particularly our residents.

We are providing dedicated resource in the form of a project manager and a data analyst.

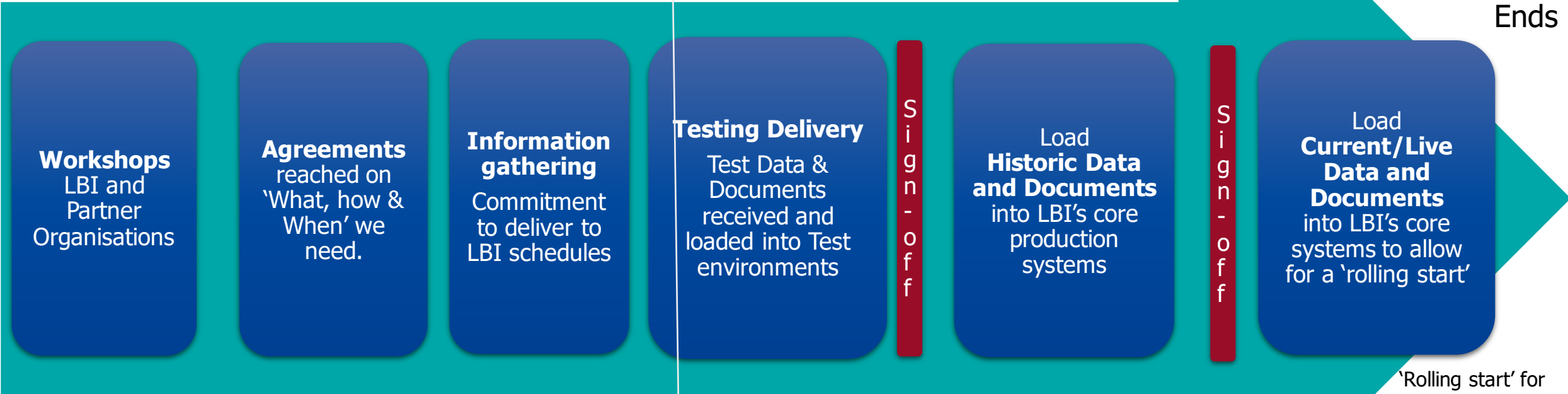
In addition we will be pulling in addition technical specialists as they are required as well as working with the vendor community to ensure we have a successful transition.



# PFI2 Data Migration – conceptual plan

Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
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PFI2  
Ends



'Rolling start' for Gas and Repairs. Switchover for Rents/Service Charges on 3<sup>rd</sup> April.

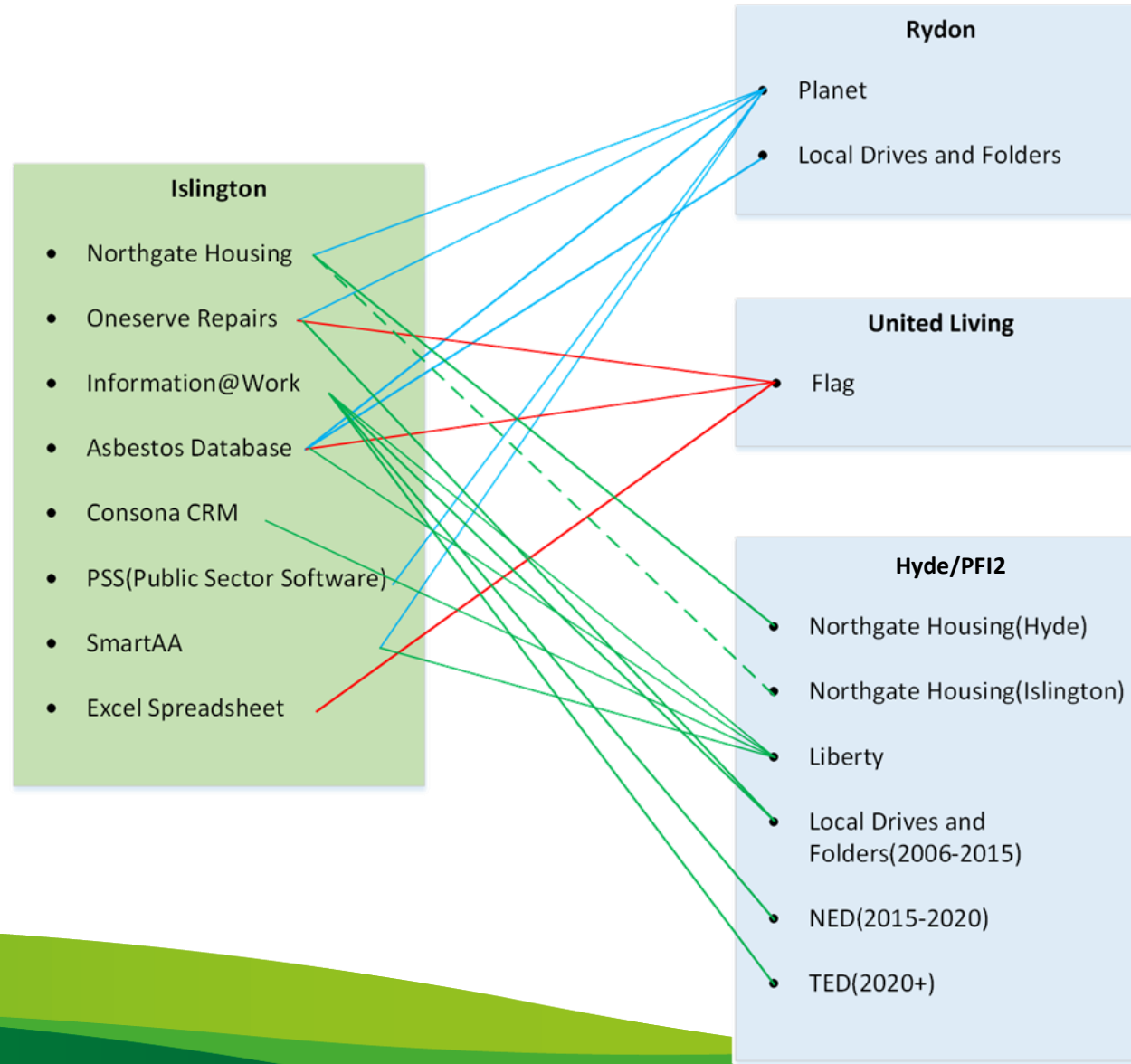
# High Level Summary of Data Matching Activity

Rydon are responsible for Repairs.

United for Gas.

Hyde/PF12 for Rents and Service Charges

## PF12 System Relationships



# The Challenges

## Time Drift

The data captured by the Partners/sub-contractors has drifted from its LBI roots over 15 years

## Contractual End Terms

PFI2 contract requirements for return of data are dated and do not contain enforceable standards for repatriation. Partners are working with us to deliver a good standard of data transfer.

## Data is good

Confidence is high that the '**system data**' (the basic details around repairs bookings, gas boiler installations, payment position and so on) will be in place as planned by transition.

## But Documents...

There are concerns about how some scanned documents within the repairs system are stored and how easily they can be migrated reliably in to our IT systems and linked to the right property. These are mainly historic documents, so should not affect ongoing repairs - would be useful to retain to track back on specific property issues.

We will need to split scanned documents within tenancy files to support our information storage & access standards. This restructuring will require manual work over some time, but it will be an investment worth making.

# Islington Digital Services (IDS) – Progress so far:



## The Digital Services team have:

- Successfully engaged with key internal (LBI) and external (Partners) stakeholders.
- Communicated the key data items and documents identified by business leads in Gas, Repairs and Leasehold to Partners and begun to work with Partners to prepare these items for transfer into our core systems.
- The Universal Property Resource Number (UPRN) has been identified as the key latching point against which all data and documents required from external partners should be indexed to facilitate loading.
- Commitments have been obtained from Partners against LBI timescales and details of their plans to achieve this within stated timescales (with expectation for test data to be loaded by mid-July) have been provided by some of the Partner sub-contractors.
- An initial test data has been received from United (Gas Repairs) and reviewed by IDS

# Resource Planning

- Consultancy days with the providers of LBI's core systems (iWorld and Oneserve) to prepare the systems for bulk data loading
- Additional storage capacity and new servers
- Staff to assist with
  - data and document loads/testing to match and process unstructured documents
  - Separation of amalgamated documents and e-filing of the separated documents

## **Key Unknowns which will need to be resolved in the next month:**

- How to separate out historic/closed data versus live data
- Dynamic loading and processing of active cases into our systems.
- Completion of overdue clarifications from Partners regarding record types and volumes, to allow the technical Solution Design to be completed.



- The Digital Services component of the work is progressing on schedule and as expected.
- It has the highest priority focus of the Leadership Team, recognising its importance to the council and residents.
- Merging three data sets into a fourth will always be challenging and will require compromise. The art is to focus on business-critical data matching and ensure effort matches importance.
- We will retain 'everything'...in case of emergency there will always be the information haystack.
- Our systems are perfectly capable of scaling to meet the load and we will take expert advice.
- Data migrations are never easy...lots of test runs and pre-loading of static data builds confidence.
- Understanding the data is as important as migrating it.
- Success will come from the strong collaboration between Digital Services, Islington Housing staff and our Partner organisations.