

FULL COUNCIL, 22 January 2020

REPORT OF CABINET

Digital Platform Replacement Project

At its meeting on 15 January 2020, Cabinet was due to consider a report (attached) on the Digital Platform replacement Project.

The report, including the exempt appendix, gives details of the business case for the implementation of a Microsoft Dynamics 365 Digital Platform as a replacement for the current Customer Relationship Management system. This accords with Havering's corporate plan of being a digitally enabled borough. The report seeks approval of additional funding from capital for the programme which is scheduled to go live by July 2021.

It is **RECOMMENDED**, subject to approval by Cabinet, that:

Council approves additional funding from capital of the sum of £2.66m profiled across the 19/20 and 20/21 financial years, to deliver all elements of the programme (in addition to the £1.8m of capital funding previously agreed).