REQUEST	14119 - IT Software/Hardware	RESPONSE
I am carrying out a research project into local government software usage for adult and childrens' social care. Please could you let me know, for each system used in the delivery of adult and children's social care: 1. Name of system and supplier (or if built in-house) 2. What you use the system for (case management, finances, direct payments, personal health budgets, financial assessments, document management etc) 3. How long you have been using the system for 4. When the current contract for the system expires 5. Whether the system is hosted by the council, by the supplier, by a third party or a hybrid of all these options 6. Where the team that supports and maintains the software operates: within the service area, within IT, outsourced, or a different model (please specify). 7. What the annual cost for support and maintenance is for the software 8. How many hours of training is provided per user, per year in using the software and whether this training is delivered in person, remotely or through e-learning.		*1 a – Mosaic (Adults), supplied by The Access Group (formerly Servelec)* *1b – Liquid Logic (Childrens social care) supplied by Liquid logic* *2a – Adults - Used for all of the suggested areas* *2b – Childrens – case management/some document management/social care workflow/assessment* *3 – Since February 2016* *4 – 2023* *5 – Supplier* *6 – Internal Application Support team support the development and maintenance of the system on a day to day need for the council from a line of business application, the network and infrastructure support is outsourced to our ICT Partner Agilisys/ The supplier provides overall support/development of the system* *7 – This is part of our larger contract via our ICT Partner Agilisys and we pay via that contract* *8 – training duration varies per role and is delivered in person, remotely and via e-learning*