

# Public Document Pack

## Officer Decisions

Friday, 21st May, 2021

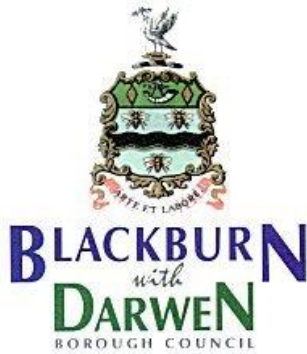
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### AGENDA

1. **PCI Compliance & Payments Module**  
**Delegated powers Civica** **2 - 3**

Date Published: 21<sup>st</sup> May 2021  
Denise Park, Chief Executive

## RECORD OF DECISION TAKEN UNDER DELEGATED POWERS OUTLINED IN THE CONSTITUTION – Part 3 Section 16



**DELEGATED OFFICER DECISION TAKEN BY:** Paul Fleming  
**PORTFOLIO AREA:** Digital & Customer Services

**SUBJECT: PCI Compliance & Payments Module**

### 1. DECISION

In consultation with the Director for Finance and Customer Services to reallocate £61,000 from the earmarked ICT Capital Reserve to purchase a new module for the Councils cash management system and replace existing chip and pin devices.

### 2. REASON FOR DECISION

The Council currently uses a module in the cash management system for card payments to the Council (online and telephone), dealing with bank credit income, cheques and payments through chip and pin devices. The current chip and pin devices and solution are being de-supported by Mastercard and internet explorer which the current system runs over is becoming unsupported by Microsoft. The capital investment will fund the replacement of all the current chip and pin devices and the purchase and implementation of the new software which will bring the following benefits;

- Browser agnostic (supports Edge, Chrome, etc.)
- Active X is no longer required which will reduce IT time in setting up people on the system.
- Supports new chip & pin devices
- Modernise the Look and Feel
- Improve user experience with consistency and continuity
- Reduce manual tasks
- Speed up processing by automating processes and reducing the number of clicks and pages
- Improve data quality, reporting and management information
- Improve efficiency
- Improve access to data
- Improve accuracy of data

### 3. BACKGROUND

The Council entered into a contract for a financial management system including income and cash management in 2016, this contract runs until the 25<sup>th</sup> October 2026.

The Executive Board approved the new Digital Strategy for the Council in April 2021, this proposal links to the strategy through Workstream 1 (Digital First for our services).

### 4. KEY ISSUES AND RISKS

- The current chip and pin devices are being de-supported by Mastercard and have to be replaced and new software purchased before April 2022.

- The current system only works on internet explorer which is becoming unsupported, the new module will allow use of the software on any browser including edge and Chrome.

### 5. OPTIONS CONSIDERED AND REJECTED

Do Nothing – Although the Council could stay on the existing software due to the risks highlighted this was not considered a viable option.

*Further information is available from the report author*

### 6. DECLARATION OF INTEREST

All Declarations of Interest of the officer with delegation and the any Member who has been consulted, and note of any dispensation granted should be recorded below:

**VERSION:** 1

**CONTACT OFFICER:** Peter Hughes

**DATE:** 17/05/2021

**BACKGROUND DOCUMENTS:** None

Signed:



**Director : Paul Fleming**

**Date: 18/05/21**