

## Appendix A

### Draft Cabinet response to recommendations of the Scrutiny Committee

The document sets out the draft response of the Cabinet Member to recommendations made by the Scrutiny Committee on 07 June 2023 concerning the Housing Management System Implementation report. The Cabinet is asked to amend and agree a formal response as appropriate.

<b>Recommendation</b>	<b>Agree?</b>	<b>Comment</b>
<p>1) That the Council ensures there is a contingency plan when reaching a critical point in future projects, so that project implementation can be reverted back to an earlier 'working' status if it becomes clear that there are issues and/or errors with implementation.</p>	<p>Yes</p>	<p>If a software product operates independently without any connections to other systems, managing its changes and upgrades is relatively straightforward. You can take a snapshot of the product at a specific point in time. If any issues arise due to a change or upgrade, you can restore the snapshot and continue operating from the exact moment the snapshot was taken.</p> <p>However, when software is interconnected with other systems as in the case of the housing management system, creating a rollback solution becomes more complex. To achieve this, you need to make copies of the entire suite of software products that are interconnected, along with the underlying infrastructure they rely on. In the case of cloud-hosted systems, you would create cloud copies. These copies serve as a separate environment for development and testing purposes. Whilst it can be done it can come with significant expense. This wasn't undertaken in the case of the housing management system given the complexity and after the first day roll back was not possible.</p> <p>Going forward each system change should have a roll back plan, which sets out the process to be followed and the date beyond which roll back will not be possible. Whilst we are not envisaging future changes of systems on the scale of the housing management system we will consider the scale of the plan for each system on its own merits.</p>

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