

**WRITTEN QUESTION TO THE CHIEF MINISTER
BY DEPUTY G.P. SOUTHERN OF ST. HELIER
ANSWER TO BE TABLED ON TUESDAY 20th APRIL 2010**

Question

“Will the Chief Minister inform members of the set-up costs and ongoing revenue costs of the “Livelink” system along with an assessment of how well the system has met the targets set out for it and whether it represents good value for money?”

Answer

LiveLink went live in 2002 and the table below summarises the original set-up costs and current ongoing revenue costs.

Item	Number
Original set-up costs for 100 user pilot	£227,000
Expenditure 2002 – 2010 (hardware, software and development)	£1.9 million
Total number of users who have access to LiveLink	1,050
Number of documents held in LiveLink	5.9 million
Current annual cost for licenses	£131,000

How well did the system meet its original targets?

When the system was selected back in 2002 LiveLink was one of the market leaders in document and records management and used by many large organisations around the world.

A corporate benefit was achieved in having a single document and records management solution that could deliver departmental requirements, and without this, Information Services could today be supporting several systems instead of a single LiveLink solution.

Does it represent good value for money?

The system has met the original requirements, but like an e mail system it is not possible to retrospectively evaluate what the alternative experience would be today and therefore it is not possible to derive a definitive calculation of value for money. However, like an e mail system it is clear that LiveLink is now an integral part of the way we do business. Unsurprisingly, given the age of the system there are solutions available today that are more cost effective to support and can be integrated to the Microsoft Office suite that is extensively used across the States for email and web solutions. However, such a move would require significant investment and that is not currently available. It is clear that this will need to be evaluated and it may well be that in the course of the Comprehensive Spending Review this would be a suitable area in which to invest in order to provide long term savings.