



ORE VALLEY HOUSING ASSOCIATION

IT PROCUREMENT AND SUPPORT POLICY AND PROCEDURES

Issue No	2
First Approved	11 November 2003
Last Reviewed	February 2014
Review Date	February 2019

Next Review Date	February 2024
Review Requirement	5 Years

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POLICY AND PROCEDURES FOR IT PROCUREMENT AND SUPPORT

Introduction

The purpose of this document is to clarify the procedures in respect of the Association's IT Procurement and Support. Whilst working with this policy, staff should make reference to the following policies to cross reference in order to ensure compliance with the relevant standards and good practice:

- I.T. Equipment
- Openness and Confidentiality Policy
- I.T Disposal Policy Statement and Register
- Software and License Register

General

The Association does not have any in-house specialist IT experience therefore all maintenance and support is sourced through Consultants.

IT Support

1. Network

Following lengthy negotiations and a cost comparison exercise, the Association has entered into a support and maintenance contract with Brightridge (formerly known as IT First Associates).

This support and maintenance agreement will be subject to a formal annual review and will continue until either party gives the required 90 days notice.

2. SDM

OVHA uses a housing management software system (SDM) which covers a number of service and delivery functions within the organisation i.e. Rent Accounting; Tenant Information; Voids; Property data; Repairs and Maintenance processing; Nominal and Purchase Ledgers.

A maintenance support contract is in place with SDM and Brightridge to ensure the smooth and effective operation of the system.

The Association is given the opportunity, individually and through the SDM User Group, to contribute to development of the software update with enhanced functionality per year.

3. Fife Housing Register - Genero

The Association uses the FHR system to access information on applicants that are on the waiting list. Housing Management staff use the system to allocate properties to applicants on the waiting lists.

The FHR system is delivered by Fife Council through a Central Processing Team and managed by the FHR Project Team. Any queries should be dealt with through the FHR Project Team at New City House, Dunfermline

4. Training

Training is provided by SDM on the use of their system and is offered to staff on a regular basis.

Training is provided by Fife Council to staff on the use and development of the Genero system.

The Association uses a Terminal Server system to distribute a secure, customized and unified Windows environment including access to desktop software such as Google G Suite and Microsoft Office which includes Word, Excel, Access, Publisher and Outlook etc.

Regular IT staff training audits are carried out through internal assessment and individually where required to identify areas for training and support.

5. IT Procurement

As part of Brightridge's remit, regular audits of the existing network are carried out to identify areas, which may benefit from new equipment in a most cost effective way. Any individual requests for equipment are passed to the Director or the Business Development Manager for consideration and approval.

The TT Exchange outlet is utilised to secure corporate software at discounted prices by virtue of the Association's charitable status.