<div align="center">**BROMSGROVE DISTRICT COUNCIL**</div>

CABINET
<div align="right">4TH July 2012</div>

INCOME MANAGEMENT SYSTEM AND PAYMENT CARD INDUSTRY COMPLIANCE

Relevant Portfolio Holder	Councillor Bullivant
Portfolio Holder Consulted	
Relevant Head of Service	Teresa Kristunas, Head of Finance & Resources
Wards Affected	All

1. SUMMARY OF PROPOSALS

1.1 There is a need to upgrade/replace the current income management system in order to ensure that the system used by the Council is PCI PA-DSS compliant. This will require investment.

2. RECOMMENDATIONS

Cabinet is requested to RECOMMEND that:

Funding up to £25k is approved for the upgrade/replacement for the Civica ICON system in order to achieve compliance with the PCI PA-DSS standards. This is to be included in the Capital Programme 2012/13 and funded from £10k revenue and up to £15k capital receipts and

that a joint procurement exercise is undertaken with Redditch Borough Council.

3. KEY ISSUES

3.1. The Council needs to make changes to its income management system in order to comply with the Payment Industry Data Security Standard (PCI PA-DSS). The Standard relates to the environment is which card transactions take place in particular the storage and accessibility of card details. It will no longer be appropriate for organisations to hold card details on site. Therefore going forward the Council will be required to use either a bureau service for card transactions or consider a hosted solution. A decision on the way forward needs to be made by July 2012, although implementation can be much later. Due to the number of customers that need to make changes migration to a new solution could take another 18 to 24 months.

3.2. In addition Civica have advised that the ICON software currently used for income management, which is in need of upgrading, will shortly cease to be supported. A notice to this effect was received in December 2011.

3.3. A budget of £10,000 was made available for the system to be upgraded based on a quote obtained from previous representatives but the PCI compliance standards have since been significantly enhanced hence the increased costs.

3.4. Malvern Hills, Worcester City and Worcestershire County Council have recently tendered for a shared hosted solution for income management that will deliver enhanced functionality and be PCI PA-DSS compliant. The new contract with Civica will deliver ongoing revenues savings for each authority.

3.5. Redditch Borough Council are in a similar position to Bromsgrove in that they need to move to a bureau or hosted service in order to have an income management system that is PCI PA-DSS compliant. Redditch current use Northgate's PARIS system. Entering into a joint procurement exercise could be beneficial to both authorities.

Financial Implications

3.6. There is a need to upgrade/replace the Civica ICON income management system in order to be PCI PA-DSS compliant and this will require capital investment estimated to be in the region of £25k. It is proposed that this be funded from the existing £10k provision together with £10k of capital receipts.

Legal Implications

3.7. There are no legal implications.

Service / Operational Implications

3.8 If card payment facilities were to be withdrawn this would impact on service delivery and have operational implications. A number of Council service are based on being able to accept card payments.
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Customer / Equalities and Diversity Implications

3.9. Not being able to accept card payments would have implications for customers. Not being able to accept card payments would have implications for customers.
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4. **RISK MANAGEMENT**

There is risk of card payment facilities being withdrawn or a find if the Council does not move to either a bureau or hosted solution that is PCI PA-DSS compliant.

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5.   **APPENDICES**

None.

6.   **BACKGROUND PAPERS**

There are no background papers with this report.

AUTHORS OF REPORT

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