

Report of	Assistant Chief Executive	Author	Kieran Johnston ☎ 507880
Title	ICT Support Contract		
Wards affected	N/A		

The Panel is invited to review this report and the progress made to date to restructure the ICT Team and transition from an outsourced support contract to an 'in house' team

1. Action required

- 1.1 The Panel is invited to review this report and associated documents, and to comment on the progress made to date and the planned activity.

2. Reason for scrutiny

- 2.1 To provide information about the new ICT structure; to provide assurance that the transition plan is robust; and assurance that progress is on track to deliver the new 'in house' team on a cost neutral basis with a go live date of 1 April 2017

3. Background information

- 3.1 The Council has had its technical ICT service delivered by outsourced providers for over 15 years. The Council's ICT Strategy is forward thinking and is dependent upon the adoption of cloud technologies and the adoption of new ways of working. The existing outsourced ICT contract was not in harmony with this and there is a contractual break point in the contract at 1 April 2017. The ceasing of the contract and the transition back to an 'in house' team was agreed through a Portfolio Holder Decision dated 7 Dec 2016, which can be found [here](#).
- 3.2 Corporate ICT has been working to a detailed transition plan which includes a restructuring of the existing in house Corporate ICT team, the necessary recruitment to the new support posts (which includes transfer of a 9 staff from the current supplier under Transfer of Undertaking Protection of Employment (TUPE) rules), the transfer of knowledge and novation of contracts from the external supplier to the Council, and the purchase of 'service desk' software to provide a knowledge base, and to manage individual customer requests and larger scale issues.
- 3.3 The transfer to an 'in house' team is to be delivered on a cost neutral basis with the expectation of meeting existing standards of support on go live and becoming increasingly responsive and proactive over the first year of service. The standard service will be delivered between the hours of 8am and 6pm as per the existing contract.

4. The rationale and the new team structure

- 4.1 Appendix A describes the new team structure, provides some context around the roles in the team, and outlines the rationale for the change

5. Transition activities

- 5.1 The transition activities are grouped under 4 key work streams and each of these work streams are on track to deliver to time and budget.
- 5.1.1 The People stream has focused on defining a new ICT team structure to support the organisation, appointing staff into the new roles and managing the TUPE process for Contractor staff.
- 5.1.2 The Services stream has focused on developing and testing our service delivery processes and on ensuring that all relevant ICT third party contracts are novated back to CBC.
- 5.1.3 The Technical Services stream has focused on defining all functions and technical processes to be delivered by the new team (based upon Information Technology Infrastructure Library (ITIL) standards) and ensuring we have the skills and technology available to deliver these.
- 5.1.4 The Operations stream has focused on managing the change and communications associated with the transition period, and on configuring our new ICT Service desk software.

6. Recruitment and accessing appropriate skills

- 6.1 We have commenced recruitment activities and have appointed appropriately skilled and qualified staff into key roles. Further recruitment activity to date indicates that we will not have significant issues in recruiting into technical roles in the near future, although we will continue to monitor this.
- 6.2 Alongside our successful recruitment, significant work has been undertaken to develop a network of contacts and further support options to ensure we have access to additional skills if required. These options/opportunities include:
- Working with Braintree District Council to align our skills and ensure that we make best use of resources. Also working together to develop further options around enhanced or further support.
 - Working closely with the Essex Online Partnership in the development of a talent sharing and skills bank initiative that allows us to call on specific skills from other members.
 - Working closely with Microsoft Gold Partners enabling us to access very technical Microsoft resources for proactive and reactive activities
 - Utilising our training credits as part of our Microsoft Enterprise Agreement to upskill staff.