



**MAJOR CONTRACTS
GOVERNANCE GROUP
TO BE HELD ON
TUESDAY, 1 MARCH, 2022**

Please find attached additional papers in respect to items 5 and 11 on the agenda for the above meeting

5.	CGI Contract Performance (Pages 3 - 34) Consider report by Director Strategic Commissioning and Partnerships. (Copy attached.)	60 mins
11.	CGI Contract Performance (Pages 35 - 38) Consider report by Director Strategic Commissioning and Partnerships. (Copy attached.)	20 mins

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CGI CONTRACT PERFORMANCE

Report by Director – Strategic Commissioning & Partnerships

MAJOR CONTRACTS GOVERNANCE GROUP

1 March 2022

1 PURPOSE AND SUMMARY

- 1.1 **This report presents key information with respect to the CGI contract for the final two quarters of 2021. It provides Elected Members with key information on the governance of the contract, updated information on the transformation programme being delivered with CGI, key performance information with respect to the service delivery of the contract and a note of key issues associated with contract management, including change requests signed in the quarter. This report is designed to be read in conjunction with the appended slide presentation, which provides further detailed information on each of the aforementioned areas.**

2 RECOMMENDATIONS

- 2.1 It is recommended that the Major Contracts Governance Group:
- a) Reviews this report and the associated slide deck and seeks clarification from Officers or CGI Representatives on any of the issues identified; and,
 - b) Having done so, determine whether they are satisfied with the information provided detailing the performance of the CGI over Quarter 3 and Quarter 4 of 2021.
 - c) Note the transformation roadmap and high level projects and timeline.

3 BACKGROUND

- 3.1 The contract to outsource the former Council IT service was signed between CGI and SBC in 2016. Service commenced in October 2016 and the Contract was subsequently amended and extended in 2020 following a series of member briefings and two reports to Council. A new programme of IT transformation work was agreed between the parties as part of this contract extension.
- 3.2 This report presents information with respect to the performance of the revised CGI contract over the third and fourth quarter of 2021. As previously requested the slide deck includes a list of abbreviations and a glossary of IT terms to aid Member scrutiny.
- 3.3 The slide deck in Appendix 1 is divided in four main sections covering a) governance, b) progress with the transformation programme being delivered with CGI, c) key performance information with respect to service delivery and d) issues associated with Contract Management

4 MAIN REPORT

4.1 Governance

The governance arrangements associated with the Contract are set out in the paper. Meetings of the various groups that oversee the contract including this quarterly meeting of the MCGG are highlighted. These are all "green" during Q3 and Q4

4.2 Transformation Projects

Development work with regards the transformation roadmap has been undertaken between Senior Officers and CGI to develop the strategic digital roadmap which is aligned to the corporate plan and financial strategy. Three key programmes of change currently being scoped through a strategy to action piece of work are:

- Enterprise Mobility
- Process Simplification and Automation and
- Enterprise Information

High level phases of these three strategic projects are seen in Appendix 1 slide 7 which provide high level phases and timelines of each project.

In addition, slide 8 provides clarity of the developments with regards the Education digital roadmap along with high level overview of the work with regards the NHS/ SBC joint digital strategy.

Detailed Information is provided in Appendix 1 with respect to the multiple projects currently being delivered with CGI to enable, transform, maintain and secure SBC's networks, systems and data. Information is provided both on those projects which were "in flight" before the contract extension was signed in 2020 and over 30 concurrent projects which remain "live" for delivery over the period 2020 to 2022. Each of the projects has been RAG assessed.

With regards the projects in flight prior to the extension the SIP truck upgrade remains red and is dependent on delivery of hardware by BT, with regards this BT are now fully engaged following a period of significant delay and the project is now due to deliver in April 2022. The Office 365 project is currently "red" and is due to complete this month with the final two outstanding items due to be completed this month

With regards to projects since extension of the the inflight projects there are two current "red" projects; MAC books - this is due to technical issues and is being worked on with CGI and the services. In terms of AV this is due to an international shortage of hardware with an updated timeline of April, based on updated delivery dates.

4.3 Key Performance Information

Information is provided with respect to the key deliverables of the contract. The report notes high levels of performance captured by the CGI helpdesk. This slide notes three red KPI targets over Q3 and Q4, whereby a severity level four incident was not resolved within 48hours this is being monitored closely twice weekly to ensure compliance moving forward. In addition, there is a red KPI with regards user satisfaction this is due to the launch of the new happy signals user satisfaction survey and embedding of the new system. Happy signals has enabled a number of key Service Improvement work streams to address feedback provided. Improvements already experienced with increased users response rate to close to the 10% target significantly above the 2% target prior to its roll out. User Satisfaction rate continued to rise over Quarter 4.

Work on the Councils' Public Sector Network (PSN) accreditation was submitted to the Cabinet Office in September and remedial work is moving steadily.

CGI have been heavily involved in weather response over Quarter 4 and have supported the Council's digital recovery effectively. After some initial difficulties regarding auto scheduling and continuity of care with the roll out of Total Mobile in the East Homecare Team this has now been rectified and key benefits are now being delivered. Roll out across the West and South Homecare Teams is planned for March. Challenges with regards devices are being remedied and further improvement works are being implemented to ensure service support meets business need moving forward.

4.4 Service Delivery

Turning to service delivery, there were no key performance failures during Quarter 3 and 4

4.5 Risks and Escalation

Risks associated with the contract are with regards the Windows 2008 server support being withdrawn and the end of support for a limited number of windows 7 devices that are still operated by the Council. There are two remaining issues which are due for completion this month.

4.6 Change Management

As requested at the previous MCGG meeting, details are now provided on the individual contract amendment notices (CAN's) signed by the Council to supplement information previously provided with regard to the aggregate

value and number of CAN's, and their turnaround period. This information is shown in slide 23. Average time for sign off of change requests has improved in recent quarters.

4.7 **Jobs Created**

CGI has 68 members of staff working on the SBC contract. CGI has confirmed they are recruiting to 45 open vacancies including graduate and graduate trainees that are currently being advertised across a breadth of roles in the Scottish Borders. Monitoring of recruitment against the contractual targets set out in the agreement with CGI will continue

5 **IMPLICATIONS**

5.1 **Financial**

There are no financial implications relating to this performance report.

5.2 **Risk and Mitigations**

This report is part of the governance framework to manage the operation of the CGI contract and reflects the arrangements agreed between the parties.

5.3 **Integrated Impact Assessment**

There is no impact or relevance to the Council's Equality Duty or the Fairer Scotland Duty from this report.

5.4 **Sustainable Development Goals**

There are no direct economic, social or environmental issues with this reports which would affect the Council's sustainability.

5.5 **Climate Change**

There is no direct impact on Climate Change.

5.6 **Rural Proofing**

It is anticipated there will be no adverse impact on the rural area from the proposals contained in this report. The creation of the roles envisaged by the contract as set out in paragraph 4.7 will help to sustain the Borders Economy.

5.7 **Data Protection Impact Statement**

There are no personal data implications arising from the proposals contained in this report.

5.8 **Changes to Scheme of Administration or Scheme of Delegation**

There are no changes to the Scheme of Administration or the Scheme of Delegation required as a result of this report.

6 **CONSULTATION**

- 6.1 The Director (Finance & Corporate Governance), the Monitoring Officer/Chief Legal Officer, the Chief Officer Audit and Risk, the Director (People Performance & Change), the Clerk to the Council and Corporate Communications have been consulted and any comments received have been incorporated into the final report.

Approved by

Name **Job Title**
Jen Holland **Director – Strategic Commissioning & Partnerships**

Author(s)

Name	Designation and Contact Number
Jen Holland	Director of Strategic Commissioning and Partnerships, 01835 825218

Background Papers:

Previous Minute Reference: Major Contracts Governance Group – November 2021

Note – You can get this document on tape, in Braille, large print and various computer formats by contacting the address below. Jen Holland can also give information on other language translations as well as providing additional copies.

Contact us at Jen Holland, Jen.Holland@sbcares.co.uk

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CGI Executive Performance Review / Major Contract Review SBC

Page 9
March 2022



Agenda

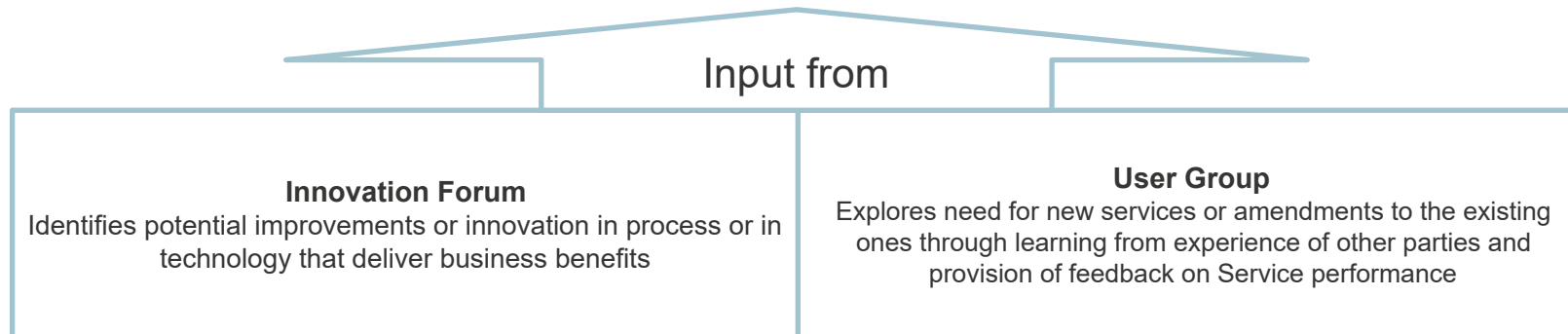
1. Governance	3
2. Transformation Programme	4
3. Service Delivery	14
4. Contract Management	23

Governance

Governance is a joint responsibility and delivered through the partnership charter

Governance	2018				2019				2020				2021				Purpose
	January to December				January to December				January to December				January to December				
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Executive Review Board	G	G	G	n/a	G	G	A	A	G	G	G	G	G	G	G	G	Monitor joint performance against Partnership Charter; future planning and service forecast; risks; business case approvals
Major Contracts Governance Group	n/a	n/a	n/a	n/a	n/a	G	G	G	G	G	G	G	G	G	G	G	Quarterly from Sept 2020
Supplier Management Board	G	G	G	G	G	G	G	G	G	G	G	G	G	G	G	G	Board to govern all aspects for Service Delivery
Programme Boards	G	G	G	G	G	G	G	G	G	G	G	G	G	G	G	G	Board monitoring migration and transformation programmes ensuring change is managed appropriately for all involved to deliver successful outcomes

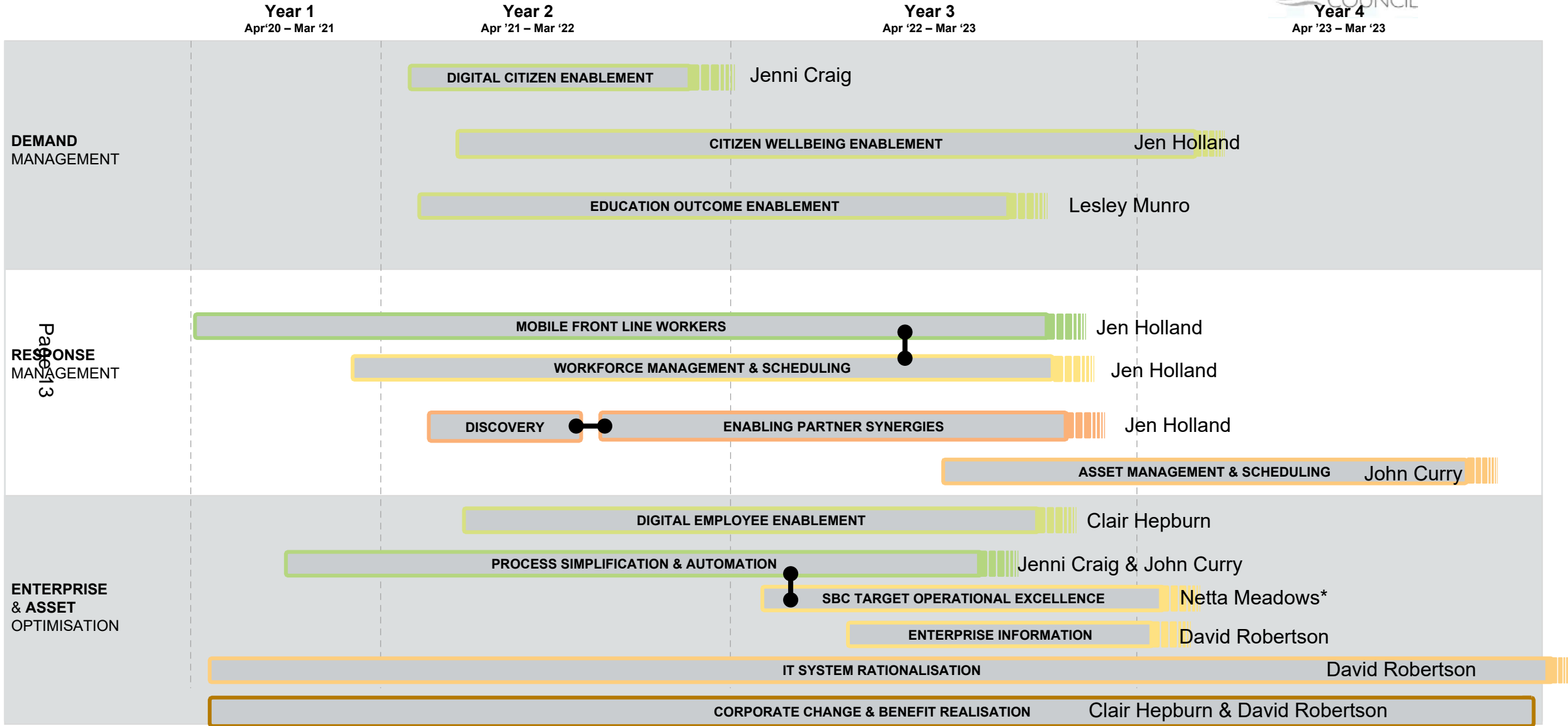
Page 11



Transformation Programme



SBC Digital Strategy: Programmes of Work & Sponsors

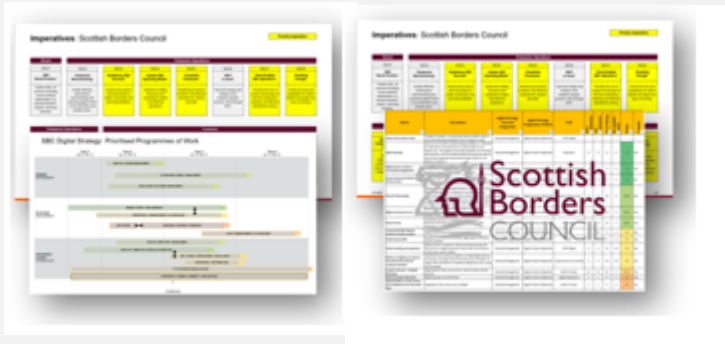


*Ownership to be confirmed

Progress to date and our next steps



Page 14



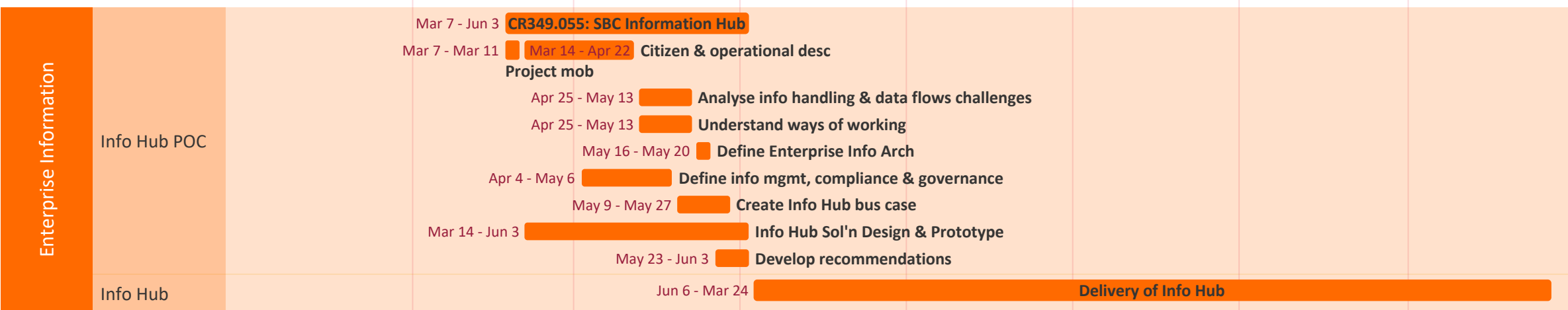
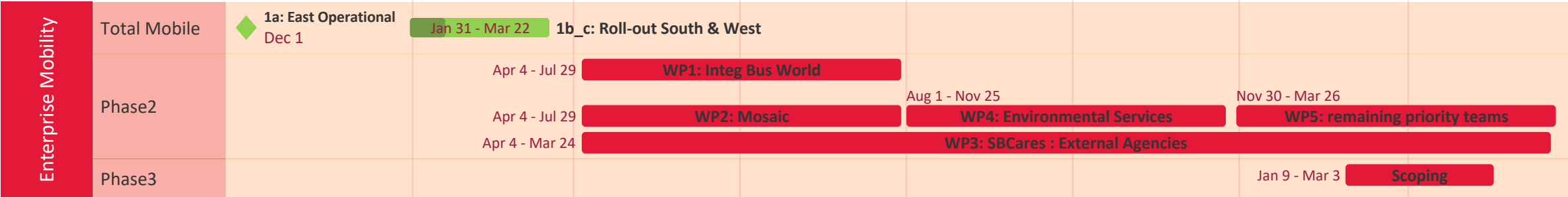
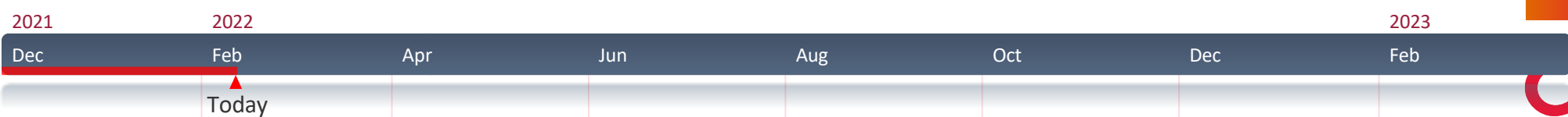
SBCares



	WORK PACKAGES	
Enterprise Mobility* (WORKFORCE & CITIZEN)		
PROCESS SIMPLIFICATION & AUTOMATION		
ENTERPRISE INFORMATION		

*Link to Roadmap – 1) Mobile frontline workers/Management and Scheduling & 2) Digital Citizen (Enterprise Mobility)

Transformation POAP





		2021	2022	2023	2024	2025
Education	IP Telephony		Mar 1 - Sep 30 Jun 1 - Dec 30	WP1: Primary School PBX Replacement WP2: Integration for High Schools/PPP Schools		
	New Schools		Apr 1 - Jul 31	Earlston PS: WAN Relocation Mar 1 - Jul 31	Earlston PS: LAN & New build transfer Galashiels Academy: WAN Relocation (covered in HW WAN Upgrades) Peebles HS: WAN Relocation (covered in HS WAN Upgrades)	Jun 1 - Jul 31 Jun 1 - Jul 31
	Infrastructure Rationalisation		Feb 1 - May 31 Mar 1 - Sep 1	WP1: New Microsoft Licencing WP2: RM Infrastructure Consolidation Assessment Sep 1 - Jul 31	WP3: RM Infrastructure Consolidation Implement Aug 1 - Mar 31	WP4: RM Infrastructure Removal
	Inspire Learning		Mar 1 - Aug 30 Sep 1 - Jul 31	Phase 2 Requirements (Andrew Jewell) Phase 2 Implement		
	Peripheral Update		Mar 1 - Aug 31	Smartboard Replacement options		
	Schools Wi-Fi		Feb 1 - Aug 31 Mar 1 - Aug 31	WP1: High School Wi-Fi Coverage WP2: Primary School Coverage		
	SBC NHS	Integrated Health& Care		Dec 10 ◆ Strategy Agreed Feb 28 - Apr 1 ■ Exec Proposal Mar 14 - Mar 27 ■ Review Target Operating Model Costs Mar 14 - Mar 27 ■ Digital Maturity Assessment	Sep 30 ◆ Commence 5 yr Delivery	

Transformation Projects Overview

Transformation Programme (Pre Extension) - Applications	2021				2022				Commentary
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	
Inspire Learning (CR265)	G	G	G	C					Completed
Business Intelligence (was OBS 18)	A	A	A	C					Project is complete - team looking at the gap between this and Council Info Hub (CR349.055)
Digital Customer Access (CR328)	A	A	A	A	G				Project undergoing re-plan with intent to incorporate within prioritised projects. SBC / CGI teams aligned in approach to closeout both WebHooks (Via Proof of Concept) / WebChat workstreams in Q1 22.

Transformation Programme (Pre Extension) - Infrastructure	2021				2022				Commentary
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	
Bulk Print	R	R	R	R	C				Closed; New project to be initiated as part of Digital Document Centre transformation (CR349.012B) to incorporate requirement for International Post.
EUD - Corporate (CR340)	A			C					Completed
EUD - Curricular (CR349.058)				C					Completed
Corporate SIP Implementation (CR341)	A	A	R	R	R				Revised timetable has been agreed with SBC following delays by BT – to complete April 2022
LAN / WiFi	A	C							Completed
Office 365	A	G	A	R	R				Sharepoint Online Migration on hold following issues with migrated data & Access Database links. To be rescoped and incorporated within transformation program following completion of the Database project review (CR349.060). Note: 2 remaining items to complete this month & then close project. (O365 RACI and 2010 Exchange decommissioning).

Transformation Projects Overview II

T34 Transformation Programme - Applications	2021				2022				Commentary
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	
Smart Routing - Waste Services Initiation (CR349.004)	A	A	A	A	A				Discussions being held around potentially deploying this as an enterprise solution.
Inspire Care Phase 1 (iPads into Care Homes) (CR349.006)			A	C					Completed
Monitoring & Tracking Initiation (CR349.009)	On Hold	On Hold	A	A	Cancelled				Cancelled
Total Mobile Licences (CR349.010)				C					Completed 31/11/20
Enterprise Mobility - SB Cares (CR349.003)	G	G	G	G	G				IA for phase 1 extension with SBC for approval - due to complete 31/03/22
School Websites - Initiate (CR349.011)		G	G	C					Completed 02/11 - implement phase on hold
BACAS (CR297)	G	A	G	C					Completed
Healthcare OBC Refresh (CR349.073)		G	G	C					Completed
Weighbridge - Implement (CR349.021B)					A				Implement phase due to begin Feb 2022 but may experience delays due to 3rd party
Infrastructure	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	
Pulsant Upgrade (CR360)	G	G	G	C					Completed
EUD - Curricular (CR349.058)	On Hold	G	R	C					Completed
MacBook's; Corporate Comms & Planning (CR349.039C)			G	G	R				Issues with complex remedial technical work and no support/BAU for MacBooks. Being worked with CGI and intro to service teams
High School WAN (CR349.047)			G	G	G				Delivering on Schedule - Scheduled Completion date 19/03/22
AV Solution (CR349.050)			G	R	R				Hardware delays have been identified. Expected delivery end of April 2022
Pipeline	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	
eMars: Initiate (CR349.006H)					G				Project kicked off 07/02/22 - due to complete 06/05/22
Cybersecurity Maturity Assessment (CR349.051)					G				Project kicked off 10/01/22 - due to complete 08/04/22
Adult Learning - iPad Devices (CR349.059A)					G				Project kicked off 31/01/22 - due to complete 28/02/22
Comino Performance and Uniform (CR349.061)					On Hold				IA not yet signed off - put on hold Jan 22
Coding Hubs (CR349.066)					G				IA has been signed off, timescales dependent on hardware procurement
Family Centre WiFi (CR349.077)					On Hold				Project on hold; scope change (Selkirk Family Centre requires new HW for WiFi; Kelso Family Centre requires new HW & WAN) IA to be updated.
High School Wifi Implement (CR349.053b)									IA being updated by CGI
Education IP Telephony and legacy PBX replacement (CR349.016D)									IA with SBC for approval
Primary School WiFi Surveys (CR349.53c) & Primary School WAN (CR349.043)									CR349.053C - cancelled CR349.043 - IA with SBC for approval

Service Delivery



Service - Latest Quarter Highlights

Successes

- Excellent Service Performance continues over current quarter(Q4).
- Service Desk performance has met all KPI targets in January. Incident and Service request backlog remains under control.
- IT Health Check carried out across SBC estate to provide a report for submission to the Cabinet Office as part of PSN re-certification. Remediation has progressed steadily.
- Happy Signals pilot continues to drive User Satisfaction insight on completed Service Activity (Incidents and Work Orders) This Insight has initiated a number of key Service Improvement workstreams to address feedback provided. Improvements already experienced with increased users response rate. User Satisfaction rate continued to rise over Quarter 4.
- First of five Disaster Recovery tests completed in Decembers, testing DR capability in Waterton. Further testing to continue in 2022.

Challenges

- A series of extreme weather events took place over Q4 requiring CGI support for both the Emergency Planning team with SBC and to recover the sites affected by power loss and subsequent technical issues. The recovery was challenging but swift restoring services across the region.
- Some challenges have persisted following the rollout of the Enterprise Mobility platform to SB Cares staff. Technical and process challenges encountered required additional Service Support over the Festive Period to ensure handsets continued to be available for staff. These initial support model challenged have now been resolved and further improvement work continues.
- Issues have been encountered around the fulfilment of Xerox printer toner replacements due to worldwide toner and consumables shortage.

Service – Happy Signals Pilot

Background

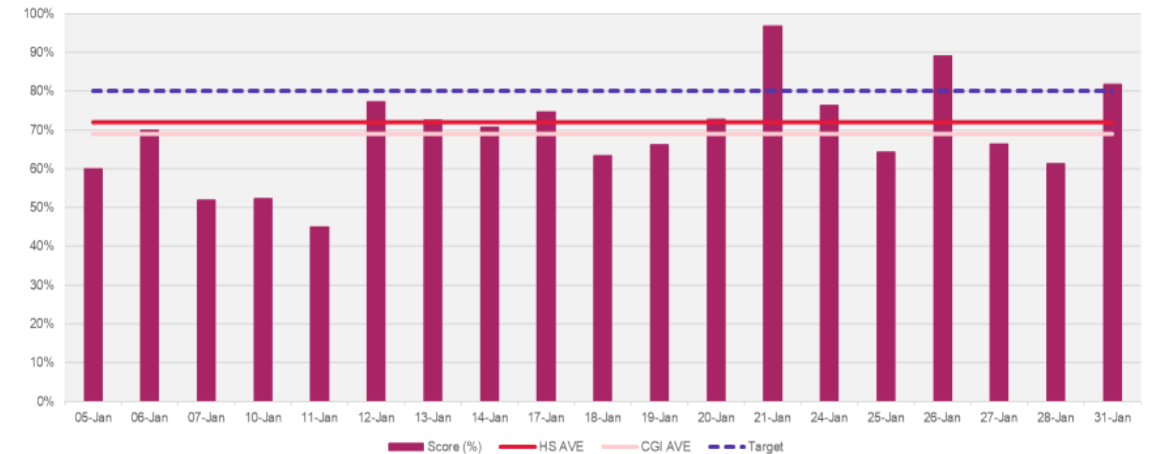
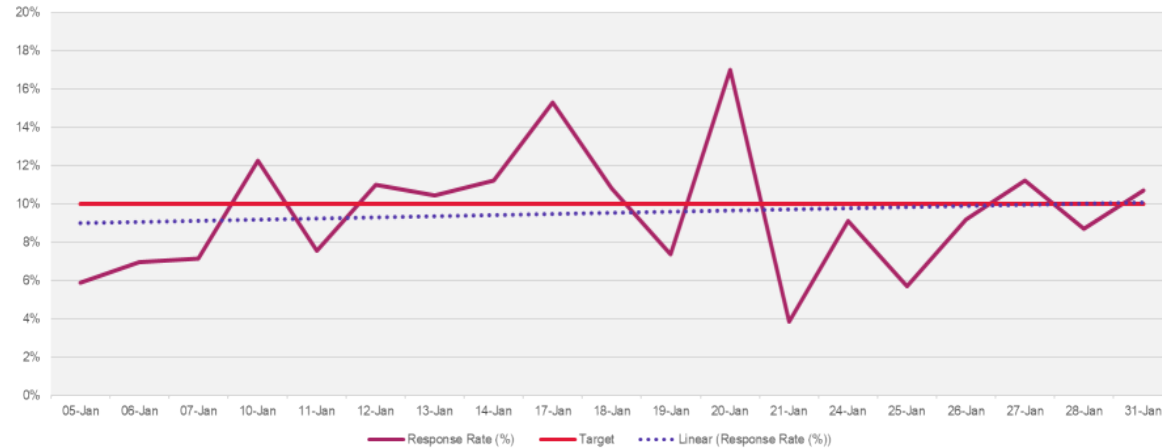
- In October 2021 CGI launched the pilot of Happy Signals – A new and improved tool for the collection of User Feedback.
- Over the following 4 months, detailed user feedback has been collected and analysed identifying a program of 26 Service Improvements – 6 items are complete with the remaining 20 under way and planned to complete over the coming months.

User Satisfaction – The target for User Satisfaction is 80% - As the Happy Signals pilot uses a different scoring calculation and exemption has been agreed until end of March 2022 to enable a baseline of response to be understood. Scoring over the first 4 month has risen steadily. Current MTD for February is 81%

User Response Rate – This is the measurement of response from each user interaction to leave a rating of the experience and feedback. The target using the previous feedback tool averaged a 2% response rate. Following the introduction of the Happy Signals tool this has risen steadily toward the **target** of 10%. Current MTD (Month to Date) is 11.78%

Page 21

	October	November	December	January
Target	10% +	10% +	10% +	10% +
Response Rate	9.36%	7.17%	7.00%	9.96%
% of time achieved	48%	15%	10%	47%
Trend line	Increasing	Decreasing	Decreasing	Increasing

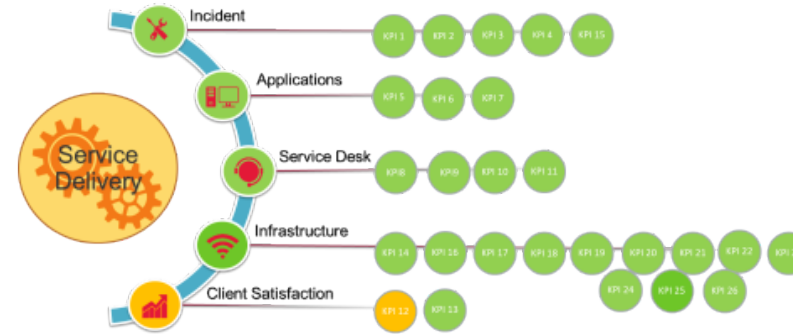


Service Performance – Success Factors

KPI & SPI Performance Management

- 26 Key Performance Indicators assigned to the following balanced scorecard categories
 - Incident Management
 - Application Management
 - Service Desk
 - Infrastructure
 - Client Satisfaction
- 12 Sub Performance Indicators
- Measured Monthly, Reported in Monthly Client Report

Balanced Scorecard (January 2022)



Page 22

Service Performance Measure	2020				2021				Q4 2021 Commentary
	Quarter Totals Q1 2020	Quarter Totals Q2 2020	Quarter Totals Q3 2020	Quarter Totals Q4 2020	Quarter Totals Q1 2021	Quarter Totals Q2 2021	Quarter Totals Q3 2021	Quarter Totals Q4 2021	
Red KPIs (Serious and Severe and Service Threshold KPI Failures)	0	0	0	8	0	0	1	2	Oct 21 - KPI12 - User Satisfaction, % of Satisfied End Users Nov 21 - KPI04 - Time to resolve a Severity 4 Service Incident < 48Hrs
Amber KPIs (Minor KPI Failures)	2	5	7	4	4	3	3	8	Oct 21 - KPI25 Failure for Production of Impact Assessments Oct 21 - KPI03 - Time to resolve a Severity 3 Service Incident < 48Hrs Oct 21 - KPI04 - Time to resolve a Severity 4 Service Incident < 24Hrs Nov 21 - KPI25 Failure for Production of Impact Assessments Nov 21 - KPI03 - Time to resolve a Severity 3 Service Incident < 48Hrs Nov 21 - KPI04 - Time to resolve a Severity 4 Service Incident < 48Hrs Nov 21 - KPI12 - User Satisfaction, % of Satisfied End Users Dec 21 - KPI25 Failure for Production of Impact Assessments Dec 21 - KPI12 - User Satisfaction, % of Satisfied End Users Q4 Challenges include two consecutive months of P3 & P4 Incident resolution failure. The origin of these challenges are from a significantly increased volume of logged calls following schools return in late August. As the backlog was brought back under control, the 'in month' KPI performance dropped below the target 90%. User satisfaction KPI target also registered below the recognised target of 80%. This is due to the change in calculation metrics for the Happy Signals toolset. Through various SIP projects a gradual recovery toward target is underway.
Green KPIs (Target Performance Level Met)	74	73	71	66	74	75	74	68	
Service Points accrued	2	7.5	5	22	3	3	3.5	3	
Service Credits accrued	2.5	12.5	13.5	32.5	5.5	4.5	6.5	12	
Repeat KPI Failures	2	2	4	4	1	1	1	1	
KPI Service Threshold Failures	0	0	0	0	0	0	0	0	
Service Points accrued (to date in the current Contract Year)	5	12.5	17.5	22	25	28	31.5	3	Service Points Accrued YTD (Oct 21- Sept 22)
Service Credits deducted (to date in the current Contract Year)	8	21.5	35	32.5	38	42.5	49	12	Service Points Accrued YTD (Oct 21-Sept 22)

Service Management – Quality Levels

Service Management									
Measure	Quarter Totals	Quarter Totals	Quarter Totals	Quarter Totals	Quarter Totals	Quarter Totals	Quarter Totals	Quarter Totals	Commentary
	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	
Complaints received in month	0	0	0	0	0	0	0	0	
Breaches of Security in month	0	0	0	0	0	0	0	0	
BCDR Events in the month	0	0	0	0	0	0	0	1	Test 1 completed in Dec
Emergency Bunker Events in the month	1	0	0	0	1	0	0	2	
Capacity Management Status (show total number of services and how many are red, amber and green in terms of capacity usage)	Green	Green	Green	Green	Green	Green	Green	Green	Revised capacity plan under creation following successful move to new SAN as part of Data Centre Migration Decommissioning for legacy SAN continues, and previous capacity pressure is relieved.
Monthly Configuration Database update issued - yes/no	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	CMDB baseline is reviewed on monthly basis.
No. of updates carried out in month	4	5	7	3	8	9	7	10	Revs & Bens (x4) Housing (x2), Elector8 (x2), Uniform (x1) and IDOX Public Access (x1)
No. of upgrades carried out in month	2	3	3	3	7	5	8	3	Revs & Bens (x1), Uniform (x2)
No. of releases not compliant with Release Management Protocol	0	0	0	0	0	0	0	0	
No. of items procured from Service Catalogue	0	0	0	0	0	0	0	0	Work in progress to add chargeable items into Catalogue.

Service Management – Continuous Service Improvement

Continual Service Improvement									
Measure	Quarter Totals	Quarter Totals	Quarter Totals	Quarter Totals	Quarter Totals	Quarter Totals	Quarter Totals	Quarter Totals	Commentary
	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	
Continuous Service Improvement proposals submitted to the Authority for consideration, per quarter	2	2	2	2	2	2	2	20	Increased service improvements through Happy Signals feedback
Continuous Service Improvement proposals submitted to the Authority and implemented, per annum	2	2	2	2	2	2	2	20	

Applications Management -

77 Business Applications Managed and Supported

Priority 1 [21 Applications]

- AVD Anti-Social Behaviour
- AVD Homeless Case Management
- BizTalk
- Business World ERP
- Care Rota Management
- Call Centre Zeacom
- Call Recording
- Cashless Catering
- Comino Doc Mgmt and Workflow
- Elector8 – Electoral Registration
- ELMS2 – Ability Equipment Store
- GroupCall SMS Messaging
- Intranet
- Jadu CXM
- Mosaic
- MultiVue MDM
- Parent Pay
- Revenues & Benefits
- Revenues Citizen Access
- Routewise
- SEEMiS

Priority 2 [20 Applications]

- ArcGIS
- BACS
- Confirm
- Countryside Access Management System
- FER (Forward Electronic Register)
- Highlight Horizon
- ICON Cash Receipting
- IDOX Doc Mgmt System
- IDOX Public Access
- Jadu Web Content Management and websites
- Lagan CRM
- LocatorHub
- Pentana Performance
- Servitor
- Tell Us Once (TUO)
- Tranman
- Uniform (Planning, Building Standards, Environmental Health, Trading Standards, Licensing)
- Uniform Enterprise (Workflow and Reporting)
- Uniform Mobile
- Batch Printing

Priority 3 [36 Applications] including

- AutoCAD
- Badge Maker & Door Entry
- Bentley Open Roads Designer
- Building Management System
- Chronicle Cemetery Management
- Corona Assessor
- CPD Online
- Domestic Abuse MIS
- Energy Management (SystemsLink)
- Museum Environmental Monitoring
- Housing
- Insight Symology - Roadworks
- LS/CMI
- NetLoan – Peoples Network
- Parking Gateway
- SHE Assure
- TechForge – Facilities Management
- Treasury Management System
- Vehicle Tracking
- Museums Collections Management
- Vubis - Libraries
- Waste Management
Route Design

Application Management

- Measures CGI ability to have applications available to SBC.
- Measured out with planned maintenance
- Three Priority Categories defined in the OBS
 - P1 – 99.90% Target
 - P2 – 99.50% Target
 - P3 – 99.50% Target
- Excellent performance since contract inception 100% met

Page 26

Ref	Description	Target	Total Months	Months KPI Met	Average Contract Performance Oct 21 - Sept 22
KPI05	P1 Application Availability – See Section 1.3	99.90%	4	4	4
KPI06	P2 Application Availability – See Section 1.3	99.50%	4	4	4
KPI07	P3 Application Availability – See Section 1.3	99.50%	4	4	4

Ref	Description	Target	Oct-21	Nov-21	Dec-21	Jan-22
KPI05	P1 Application Availability – See Section 1.3	99.90%	100.00%	99.96%	100.00%	100.00%
KPI06	P2 Application Availability – See Section 1.3	99.50%	100.00%	100.00%	100.00%	99.99%
KPI07	P3 Application Availability – See Section 1.3	99.50%	100.00%	100.00%	100.00%	100.00%

Commercial and Contract Overview



Borders CGI Members & Recruitment

- **Tweedbank Update**

- Tweedbank Office build complete by SBC contractor (January 22)
- SBC\CGI lease to be completed February 2022
- CGI fit out complete and office inhabited by July 2022

- **Team Update**

- CGI currently employ 68 members in the Borders
- Planned Recruitment
 - 5 x graduates – mix of technical and business disciplines
 - 3 x graduate apprentices – direct from high school
 - 4 x project delivery roles - Project Managers, Business Analyst and Enterprise Architect
 - 23 Service Desk members to be based at Tweedbank.
 - 10 test automation engineers to be based at Tweedbank.
 - We aim to run many UK accounts test work from Tweedbank meaning demand for test roles will increase



Contract Reporting

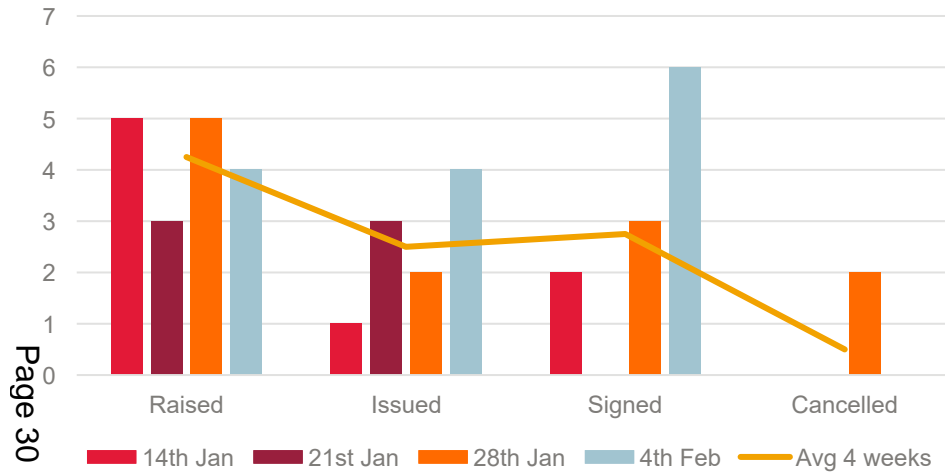
Contract reporting enables governance and partnership

Contract Report		When provided	Description	Current Period Performance
Contract Report	Amendment	Within 1 month of a Material Change being agreed between the Supplier and the Authority.	An updated Financial Model to reflect a Material Change	✓
Monthly Financial Report		<p>Within 15 Working Days of the end of each Service Period, to be updated each quarter with volume information in accordance with Paragraph 8 of Part C of Part 7.1 of the Schedule (Charging and Invoices).</p> <p>Such report will flag if the Authority is likely to breach a pricing band.</p>	Report detailing the Charges billed in a Service Period	N/A
Quarterly Contract Report		Within 1 month of the end of each Quarter.	Quarterly updates to the Financial Model	✓
Annual Contract Report		Within 1 month of the end of the Contract Year to which that report relates.	Updated Financial Model (to be certified by CGI CFO)	✓

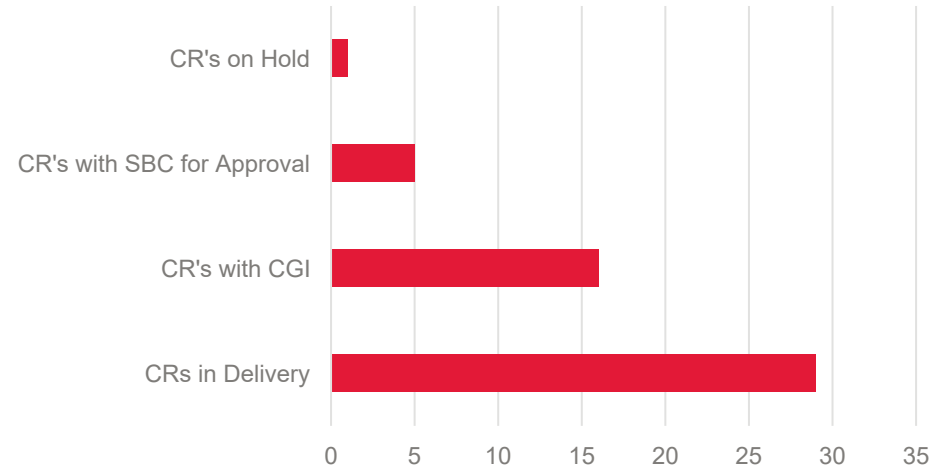
Page 29

Change Management

All CR's Status 4 weeks w/e



T34 BAU Change Status 08/02



CR's requested by SBC under change SLA

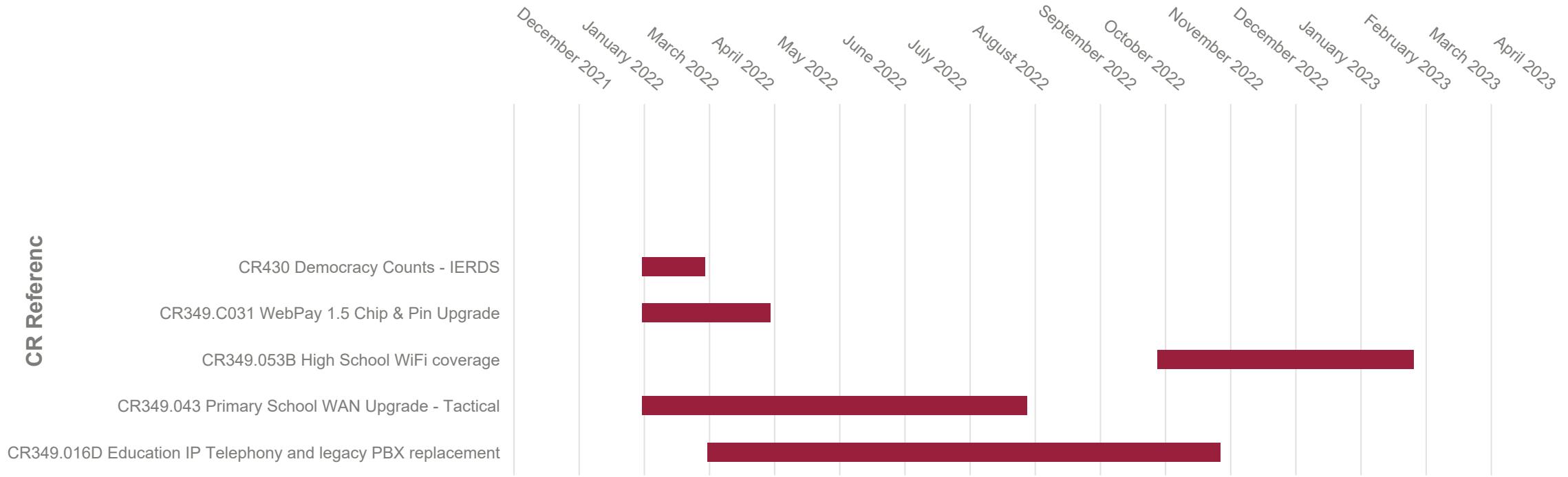
Jan-22

CR Number	CR349.C031	CR349.C035
Date Due	19/01/2022	28/01/2022
Date Delivered	19/01/2022	25/01/2022

100% achieved

BAU Change – Pending Approval delivery timescales

CR Referenc



!As with SBC Timescales to delivery once approved

	CR349.016D Education IP Telephony and legacy PBX replacement	CR349.043 Primary School WAN Upgrade - Tactical	CR349.053B High School WiFi coverage	CR349.C031 WebPay 1.5 Chip & Pin Upgrade	CR430 Democracy Counts - IERDS			
Target Start Date	4/1/2022	3/1/2022	11/1/2022	3/1/2022	3/1/2022			
Duration (days)	244		183		122		61	30

BAU Change in delivery Feb 2022 estimated completion dates



BAU change Page 32

Category	Project Name	Start Date	End Date
Education	CR349.008B : Curricular Server Consolidation - Tranche 1 - POC	Mar 1	Mar 1
	CR349.077 : Family Centre WiFi	Feb 28	Mar 31
	CR349.078 : Upgrade High School Catering PCs	Feb 28	Mar 25
	CR349.C025 : Book App Request	Mar 31	Mar 31
I&E	CR349.C027 : Zero Waste Scotland LMS App	Jan 21	Feb 21
	CR349.C029 : Neighbourhood Services Printer Relocation	Feb 24	Feb 24
	CR349.C004 : Servitor Upgrade (Civica)	Feb 21	Apr 25
	CR349.056B : Paton Street Refurb Build'g 1 (formally CR349.063)	Jun 17	Jun 17
Comms	CR349.039C : MacBooks for Corporate Comms Implement	Feb 28	Feb 28
	CR349.031B : Digital Workplace - PoC	May 14	May 14
Resilient Communities	CR349.046A : Community WAN Hawick - Initiate	May 19 - Jun 8	May 19 - Jun 8
Corporate	CR349.051 : Cybersecurity Maturity Assessment	Apr 8	Apr 18
	CR349.060B : Database Review - Stage 2	Apr 8	Apr 18
	CR349.091 : Comino Upgrade	Dec 8 - Dec 28	Jan 14
Customer Services	CR349.072 : Purchase of 100 HP EliteBooks 840 G8	Feb 28	Aug 8
	CR349.076 : Jadu Third Environment	Mar 31	Mar 31
Untitled	CR349.047 : Resilient connections to High Schools	Jan 31	Jan 31
Untitled	CR349.050A : AV Solution for HQ	Apr 30	Apr 30
Untitled	CR349.050B : OBS108 Revision & AV Service Reduction	Mar 11	Mar 11
CR349.013C : Empowered Flexible Workforce - Depot WiFi	CR349.021B : Weighbridge - Implement	Jul 31	Jul 31
	CR349.0352 : 3Sixty Parking Paylink Interface	Apr 25	Apr 25
CR349.086 : Community Engagement Strategy	Apr 24	Apr 24	
CR349.067 : Managed Print Phase 3	Jun 30	Jun 30	
CR349.026 : Purchase of 9 HP Elitebooks	Aug 8	Aug 8	

Thank you



Supporting Information



Relationship Governance

The core governance structure will be the Director of Consulting Services, who will oversee the strategic direction of the relationship, as well as monitoring operational delivery against objectives. Quarterly reviews may also include VIP sessions (Best of CGI) for the benefit of sharing global expertise and learning.

Quarterly Reviews
Senior Stakeholder attendees:

- David Robertson – SBC
- Jen Holland - CGI
- Nick Byers– SBC
- Bill Edwards - SBC
- Claire Hepburn - SBC
- Lyndsey Teaz – CGI
- Alan Dickie - CGI
- Craig O’Sullivan– CGI
- Chelsea Slater - CGI

Annual Strategic Review
Executive Stakeholder attendees:

- Netta Meadows - SBC
- David Robertson – SBC
- Jen Holland – SBC
- Claire Hepburn - SBC
- Lyndsey Teaz – CGI
- Alan Dickie - CGI

The Annual Strategic Review will ensure the team is outward looking and draws on the widest possible expertise to inform and challenge its thinking.

The Annual Review will include Executive representation from both organisations.

Monthly Performance Review
Stakeholder attendees:

- David Robertson - SBC
- Clair Hepburn - SBC
- Alan Dickie - CGI
- Craig O’Sullivan – CGI
- Chelsea Slater - CGI

Service;
 Nick Byers – SBC
 Jonathan Scully – CGI

Programme Delivery;
 Bill Edwards - SBC
 Jason MacDonald - SBC
 Amalia Natillo - CGI

Weekly Team Meeting
Stakeholder attendees:

- Service;
- Nick Byers – SBC
- Jonathan Scully – CGI
- Programme Delivery;
- Nick Byers – SBC
- Craig O’Sullivan – CGI
- Amalia Natillo - CGI

This Performance Board will meet on a monthly basis to discuss the progress of the joint teams, to review progress, identify issues and set priorities and celebrate success. Other staff from the wider organisations may attend by mutual consent and invitation. The output from this meeting may be used in a service wide update to council staff and members
 This session will provide an exec overview from the programme boards.

The weekly meeting will perform a hands on support function. Ensuring operational delivery, risk management and proactive management of issues and opportunities

Glossary

Acronym	Description
EUD	End User Device
PSN	Public Services Network
RPA	Robotic Process Automation
SARA	Strategic Automation Readiness Assessment
OBS	Output Based Specification
IA	Impact Assessment
SSR	Solution Synergy Review
HLD	High Level Design
SSPR	Self Service Password Reset
KPI	Key Performance Indicator
SPI	Service Performance Indicator
BCDR	Business Continuity Disaster Recovery
CMDB	Configuration Management Database
SBA	Survivable Branch Appliances
SIP	Session Initiation Protocol
SAM	Software Asset Management
CAN	Contract Acceptance Notice
CFO	Chief Financial Officer

Glossary

Project	Description
Inspire Learning	The digital learning solution being provided under OBS12 (Education Services) to transform teaching and learning across the Scottish Borders
Business Intelligence	Microsoft's Power BI is the data visualisation and business intelligence (BI) tool that converts data from different sources into interactive dashboards and BI reports. The Power BI Premium solution provides integrated storage, authoring, scheduling, publishing and distribution services in a visual format.
Digital Customer Access	The digital transformation project being provided under OBS 21 (Digital Customer Access) that will allow the Authority to offer high quality, online services to its customers (i.e., "digital front-door").
Bulk Print	The managed print solution under OBS 15 (Batch Print) that provides an integrated end-to-end batch processing and printing function
SIP Implementation	Install new SIP trunks into Pulsant and DataVita allowing migration of legacy ISDN lines from unsupported SBAs and thereafter decommission of out of support Lync 2010 servers.
Data Centre Migration	Migration of the Council's data centre servers to managed CGI's data centres.
Office 365	Migration of the Council to the Office365 cloud based suite of applications, in all Council buildings.

Glossary

Project	Description
Digital Strategy Executive Support	IT Executive support provided by CGI to SBC Senior Management Team
Smart Routing Initiation (Waste Services)	Initial scoping and requirements mapping phase of a project to replace the Council's waste management routing solution with RouteSmart from Integrated Systems Limited (ISL).
Monitoring & Tracking Initiation	Initial scoping and requirements mapping phase of a project to implement Education Monitoring and Tracking (EMT). EMT is a tool for teachers to monitor and track pupil performance within schools
Enterprise Mobility Initiation – SBC Cares	Phase 1 will deliver Total Mobiles mobile and scheduling applications aimed at maximising operational efficiency and improving productivity through enabling an empowered flexible workforce for the Authority's SB Cares service. The Authority has launched a large-scale transformation programme 'Fit For 2024' which Enterprise Mobility is a key component. This deployment will also support the wider digital strategy for the Authority extending to other front line services which will be scoped separately as new phases.
School Websites - Initiate	Understand the expected benefits to be derived from the implementation of a governance solution for all schools websites allowing each school to create and manage their own content while bring consistency of look and feel across the schools
BACAS	Existing Burial Management system (Chronicle) to be replaced with BACAS (from ClearSkies).

Glossary

Project	Description
Healthcare OBC Refresh	Refresh of the Outline Business Case (OBC) for Health and Care. Joint working with SBC and NHS Borders. Previous version was out for approval as Covid lockdowns started, and so work was shelved as frontline services prioritised Pandemic-related activity. Existing OBC to be reviewed, validated and revised for the new environment.
Pulsant Upgrade	Upgrade the Telecoms Infrastructure of the Pulsant Datacentre which houses the Internet and WAN services for Scottish Borders Council.
EUD - Curricular	Refresh the current desktop environment across the SBC Curricular estate. In addition to the Authority requirement for all hardware to be replaced with the Authorities preferred and procured hardware, all new IT owned Curricular hardware deployed in this Project is to include a new Windows 10 build replacing the existing Windows 7 build
MacBook's; Corporate Comms & Planning	The installation and build of the equipment only
High School WAN	WAN upgrades at SBC high Schools and additional sites to improve connectivity and to provide a level of resilience of the circuits. All schools will be upgraded to 2Gb/10Gb for the primary circuit and 2Gb/10Gb for the failover connection. The additional 20 sites will be upgraded to 100/1000.
AV Solution	There is a requirement for the Scottish Borders Council Chambers to refresh the Audio-Visual kit and to install integrated Microsoft (MS) Teams rooms in each allocated room. Users will be able to establish a Team Video call from each room aided by an instruction card situated in each room

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