



**EXTERNAL SERVICES/PROVIDERS
MONITORING GROUP
TO BE HELD ON TUESDAY, 23RD MAY,
2023**

**Please find attached the Appendix in respect Item 5 on
the agenda for the above meeting**

5.	CGI Contract Performance (Pages 3 - 48) Consider report by Director Strategic Commissioning and Partnerships. (Copy and associated slide deck attached.)	10 mins
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CGI CONTRACT PERFORMANCE

Report by Director – Strategic Commissioning & Partnerships

EXTERNAL SERVICES/PROVIDERS MONITORING GROUP

23 May 2023

1 PURPOSE AND SUMMARY

- 1.1 This report presents key information with respect to the CGI contract for the first quarter to the end of March 2023 and key updates on performance to date. It provides Elected Members with key information on the governance of the contract, updated information on the transformation programme being delivered in conjunction with CGI including the recently approved Social Work Pathfinder transformation programme, 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 and Impact Assessment status. 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 External Services/Providers Monitoring 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 contract to the end of Q1 2023.**

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 first quarter of 2023. 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 4 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) Contract Overview.

4 MAIN REPORT

4.1 Governance

The paper reports on actions from the previous meeting and response update of the recommendations. 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 ESPMG are highlighted in Slide 4 which details all meeting within Q1 have been held.

4.2 Transformation Projects

Slides 5-12 cover digital transformation project for the council. Slide 6 provides the high-level key actions on the digital roadmap and Slide 7 details the agreed transformation projects. Slide 9 details the Imperatives of the Strategic Outcomes of the Transformation Programme as agreed through the work undertaken between senior officers and CGI to develop the strategic digital roadmap which is aligned to the council plan, corporate plan and financial strategy.

Slide 10 provides high-level status of the Social Work Pathfinder transformation to date with this plan being monitored as part of the Digital Transformation Board and reported to this committee. Slide 11 and 12 provide the high-level plan including the timelines to August 2023.

Slide 13 provides the status of Key Projects with regard to infrastructure currently being delivered with CGI to enable, transform, maintain and secure SBC's networks, systems and data. Each of the projects has been RAG assessed and commentary has been provided against each status.

Four projects are marked as Green RAG with Weighbridge Implementation completed and three projects completing in line with the project plan, single point, Digital document centre and the Cloud migration of the Azure App. One project is currently on hold the MS Curricular Licence, which is being considered as part of the wider curriculum modernisation. A number of projects are Amber Lagan Data, which is now progressing, Ethel App which

is currently undergoing User Acceptance testing. The following projects; Primary WAN, High School WIFI, Family Centre WIFI and Lync decommissioning are Amber due to delays which are now progressing. There are two RED rag assessed projects the MAC Book upgrade within the Communications Team and the Depot WIFI Project. An interim workaround solution is being progressed for the MAC Books urgently due to ongoing delays with a final solution being taken forward with technical experts. The Depot WIFI project is nearing completion and dependent on 3rd party contractors. Lastly two projects are RAG Blue due to delays however the Paton Street works are now completed and the 0365 Closeout is now in the initiation phase.

4.3 **Key Performance Information**

- The Key successes and challenges are detailed on slide 15 including Improvements in Chambers AV solution
- The Service Catalogue improvements are progressing

In addition, the Curricular Software packaging review has now been completed to allow correct reporting of software installations. Requests for Inspire iPad applications are now live in Service Catalogue. Corporate Password expiry date has been extended up to 180 days, improving end user experience. Activity has now commenced in regards to improvement of customer satisfaction survey with the introduction of Customer Thermometer and lastly activity has now commenced in regards to pilot implementation of Amelia, an AI Bot to improve first time fix and end user experience.

Information is provided with respect to the key deliverables of the contract across 78 performance measures. Slide 16 notes 5 AMBER service failures over Q1 of 2023. Three of the failures are due to non-delivery of Impact Assessments in-line with agreed timescales in each month of Q1. As detailed in Slide 6, increased CGI resources have now been allocated to accelerate proposal output. The user satisfaction KPI was failed in Jan 2023 and in March 2023, a Level 3 Service Incident was not resolved within the 48-hour window.

4.4 **Communities**

Community benefits are highlighted in slide 27 and 28 highlighting sponsorship in place across Borders key events including the Inspire Learning Festival 2023. A number of teams / clubs are also sponsored with an additional two within the quarter. Pizza lunches have also been introduced to encourage staff into the office and promote mental health.

4.5 **Jobs Created**

Slides 26 to 31 provide detailed information with regards CGI's recruitment campaign within the Scottish Borders. CGI currently employ 68 members in the Borders region, a reduction in total of 1 since the last update and have 101 members working on Borders activity. CGI have recruited an additional 2 roles in the Borders since last update in Project Management & Training. The recruitment is against the 146 projected target at 30/09/23 and the 166 aspirational target for the same period.

Slides 29 details the recruitment advertising and posts being recruited to within the area. Slide 31 details the plan of action to increase the

recruitment across twelve specific areas. Updates on progress will be brought back to the Committee.

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 are no direct issues with this reports which would affect the Council's Climate change outcomes.

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

You need to consider any Data Protection implications in the proposals contained in your report and provide one of the following statements: 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 are being consulted and any comments received will need to be incorporated into the final report.

Approved by

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:**

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@scotborders.gov.uk

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CGI Executive Performance Review / Major Contract Review SBC

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May 2023 V1.2



Agenda

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Governance

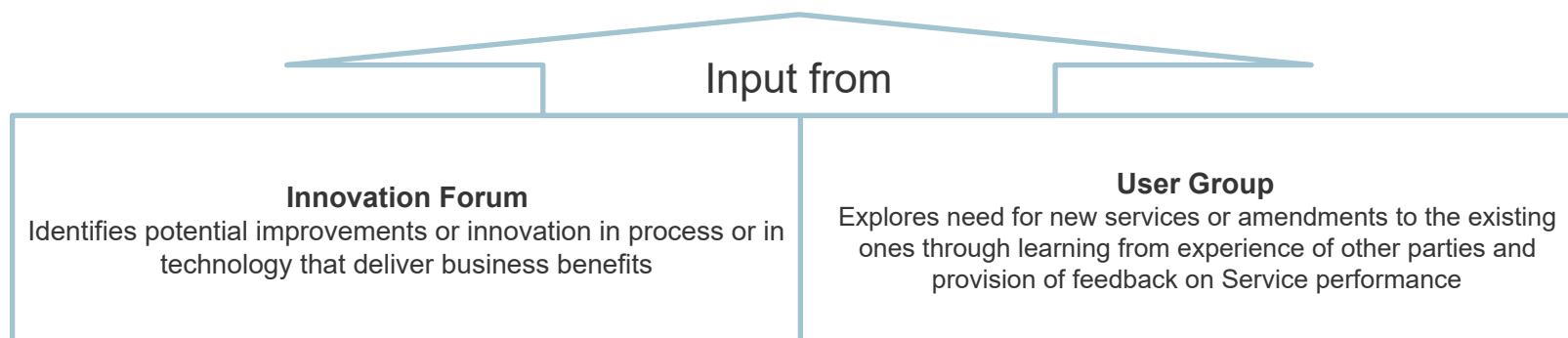
Actions from previous meetings:

Date Raised	Requestor	Description	Response	Status
October 22	Cllr Rowley	Councillor Rowley requested that further detail was included around recruitment plans within Scottish Borders region.	Commentary added to provide more granular update.	Open and ongoing
February 22	Cllr Thornton-Nicol	Councillor Thornton-Nicol raised concern over Service Communications	Review of service process undertaken and a full improvement plan is in place and being tracked.	Open

Governance

Governance is a joint responsibility and delivered through the partnership charter

Governance	2021				2022				2023				Purpose
	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Executive Review Board	G	G	G	G	G	G	G	G	G				Meetings monitor joint performance against Partnership Charter; future planning and service forecast; risks; business case approvals
Major Contracts Governance Group	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			Board governs service delivery through review of all aspects of the Services delivered
Programme Boards	G	G	G	G	G	G	G	G	G	G			Board governs migration and transformation programmes ensuring change is managed appropriately for all involved to deliver successful outcomes



Transformation Programme



Transformation Status Update

Significant progress is being made on the Transformation priorities ensuring that the key ambitions and vision of the Council are being progressed in partnership and as a one team approach.

As we progress with the Pathfinder programme in Social Work we have also this reporting period worked on: -

- Engagement with Protective Services Department
- Workshops on Digital Customer Access next phases
- Engaged wider CGI expertise to accelerate solution offerings
- Increased CGI resources to accelerate proposal output

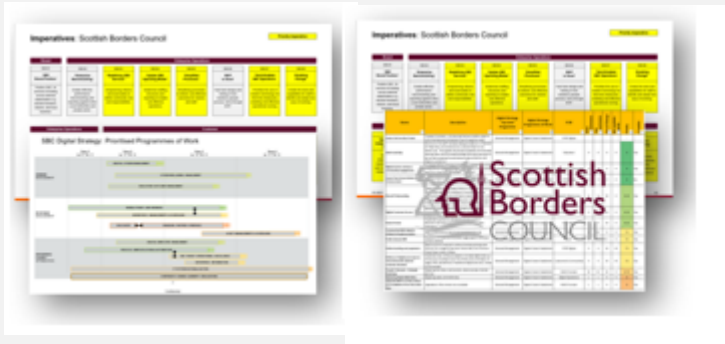
Agreed Transformation Priorities

Sorted Ref	Sorted list	Description	Scope / Impact	Priority		
1	Digital Transformation Programme - (including Pathfinder)	Delivery of the holistic benefits of Council Information Hub, Data Governance, Process re-engineering and Enterprise Mobility	Council Wide	1	Capital T34	
20	Office 365 (Closeout) - enabling the wider benefits of O365	Complete the transfer of SBC files and data from CGI hosted to the Microsoft cloud - removing CGI infrastructure costs - Supports access to shared data from front-line devices which will enable benefits out of the wider transformation programme	Council Wide	2	Capital T34	
2	DCA Build out	Leverage the power of the DCA platform across all services and into external parties	Council Wide	3	Capital T34	
26	Managed Mobile Device Deployment (and service)	Rollout of phones / devices to frontline staff and the service wrap to support them	Council Wide	4	Capital T34	
Page 15	17	Master Data Management	Enabler for data quality and workflow - matches (and updates) data between line of business and enterprise systems to support single view of the citizen across Council services - supports the Pathfinder CIH data quality and benefit realisation	Council Wide	5	Capital T34
	58	Automation & Chatbots	Uses AI to complete repetitive processes and respond to queries for staff and citizens removing this workload from staff and freeing up resources to pick up the activity that AI fails to fully complete	Council Wide	6	Capital T34
7	Business World to Cloud (CGI element)	Moves BW to the cloud reducing CGI hosting costs and additional functionality. On prem BW is no longer being enhanced by Unit 4	Council Wide	7	Capital T34	
37	Single Point - LocatorHub Replacement	Replacement of end of life address management solution	Council Wide	8	Capital T34	
11	Notify Me proposal	Provides automated text and email	Council Wide	9	Capital T34	
8	Protective Monitoring	Provides security monitoring of SBC data and systems (this is a pre-requisite for the Council Information Hub data lake)	Council Wide	10	Capital T34	
10	Corporate Decice Refresh	Replacement of aged desktops and laptops for all corporate staff	Council Wide	11	Capital T34	
29	Unified Comms Telephony to Teams	Replaces Lync and provides full external telephony capabilities directly in Teams	Council Wide	12	Capital T34	

Progress to date and our next steps



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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)

Imperatives: Scottish Borders Council

Priority imperative

Brand	Enterprise Operations						
SBC01	SBC02	SBC03	SBC04	SBC05	SBC06	SBC07	SBC08
'SBC Brand Position'	'Enterprise Benchmarking'	'Redefining SBC Services'	'Update SBC Operating Model'	'Simplified Processes'	'MVP is Good'	'Tech-Enabled SBC Operations'	'Enabling Change'
Position SBC, its services & funding across external stakeholders e.g. elected members, citizens, and local business.	Enable effective performance benchmarking and reporting against other Local Authorities and private sector.	Empowering citizens and local bodies to define community role and responsibilities.	Modernise staffing structures and reporting to enable cost effective operations.	Simplifying processes to deliver cost effective outcomes for citizens and staff.	Fast track design and testing of new solutions (people, process, tech) through MVP.	Prioritise the use of modern technology for front line employees, enabling cost effective operational running.	Create the tools and capabilities for staff to identify and adopt new ways of working.

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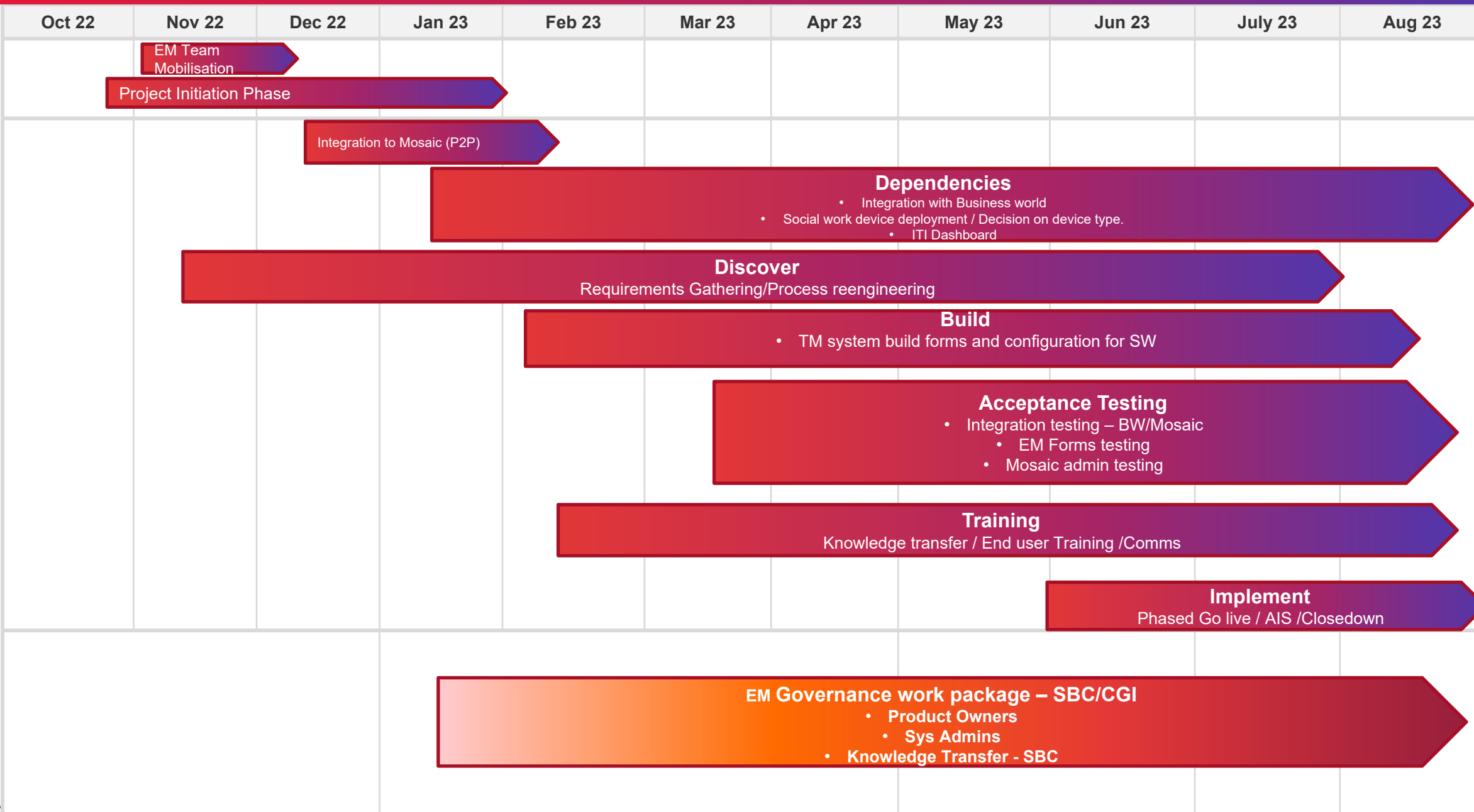
Enterprise Operations		Customer					
SBC09	SBC10	SBC11	SBC12	SBC13	SBC14	SBC15	SBC16
'Disposal of Underperforming Assets'	'Net Zero Across the Borders'	'Service Strategies'	'Citizen Service Engagement'	'Joining the Dots Across Services'	'Prevention & Early Intervention'	'Capacity Management'	'Resource Scheduling'
Dispose of underperforming assets that are not part of the Council's strategic direction.	Identify measures and behavioural change needed to realise Net Zero ambitions.	Further define strategies for relevant SBC services which will identify successful outcomes.	Reach citizens, employees, partners and elected members to engage and evolve Council services.	Improving council service provision through a holistic understanding of citizen needs.	Focus resources on prevention and targeted early intervention to reduce social care demands.	Establish a forward view of demand and supply capacity to enable effective operational running.	Create real time scheduling capability for front line operational staff and other organisations.

Transformation Status Update

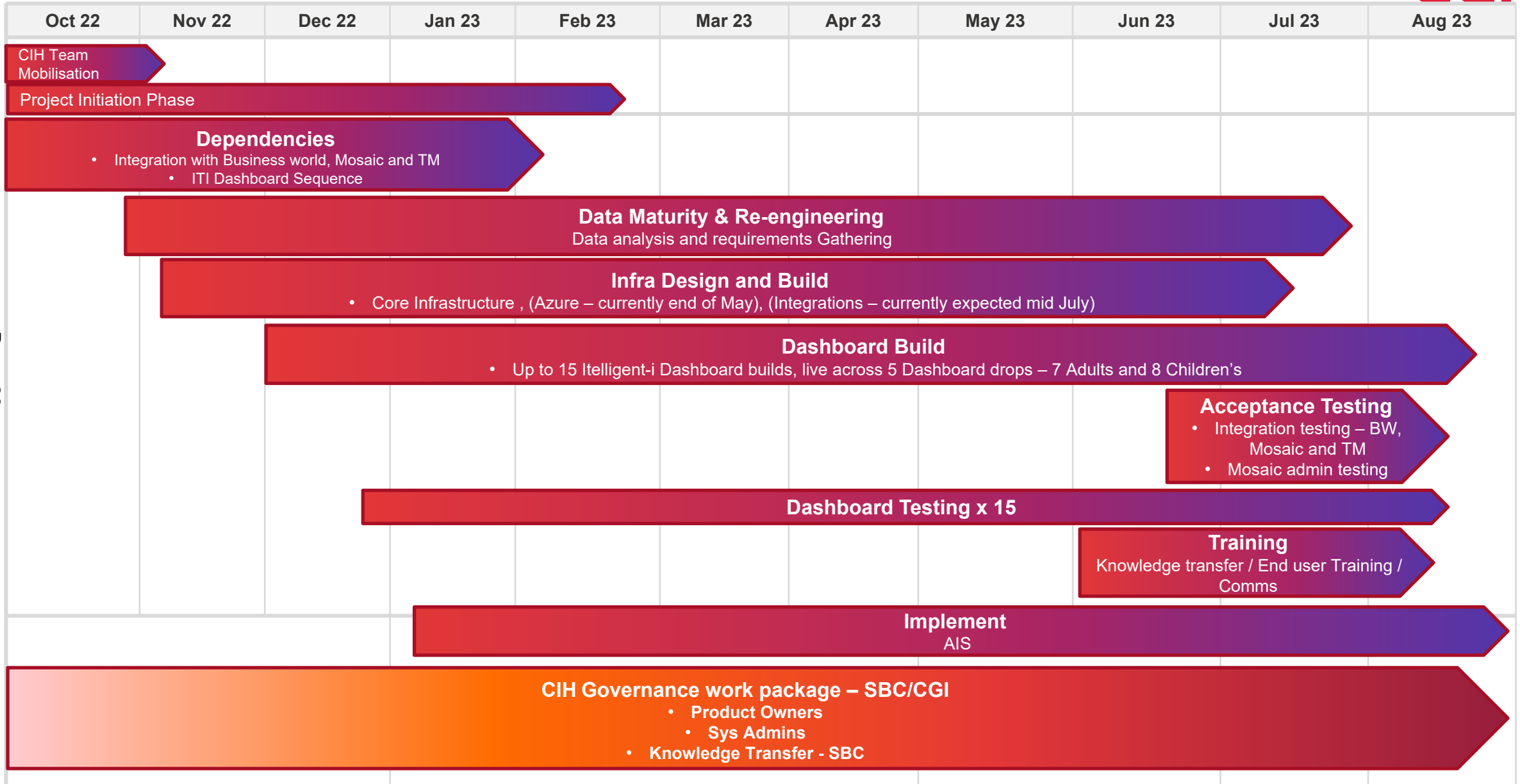
Social Work Pathfinder Programme

- The Social Work Pathfinder programme commenced on the 5 October 2022 and is scheduled to be completed on 31 August 2023.
- Pathfinder programme to focus on Social Work with a view to:
 - Provide mobile technology to enable front line staff to capture data to populate the system when they meet with clients. This will remove the need for note taking, dictation, transcription and data entry to Mosaic.
 - Revise business processes to capture accurate data to allow the service to improve efficiency and make more informed decisions on further improvements
 - Develop a performance dashboard to provide all Officers with the information they need..
- Project Teams are now in place working across the workstreams and full progress updates are provided to the Programme Board on a fortnightly basis.
- Testing underway on the first re-designed processes
- The project team on the back of the first round of testing are reviewing the project plan in a workshop (4 May 2023)
- iPads have now been ordered and end user device deployment plan is now being agreed
- Work progressing on dashboards via intelligent-I

SBC Social Work Pathfinder – Enterprise Mobility and Business & Process Change Workstreams – High Level Plan



SBC Social Work Pathfinder – Council Information Hub & Data Governance Workstreams High Level Plan



Summary of Key Projects

Transformation – Infrastructure	RAG	Commentary	Current end (M/Y)
Weighbridge Implementation	G	<ul style="list-style-type: none"> Project completed moving into Service 	May 2023
MS Curricular Licence	H	<ul style="list-style-type: none"> Project on hold as linked as aligning to Curricular Modernisation activity 	-
Lagan Data	A	<ul style="list-style-type: none"> Project commenced. HLD in progress 	July 23
Ethel App	A	<ul style="list-style-type: none"> Awaiting SBC confirmation of UAT completion 	May 23
Single Point	G	<ul style="list-style-type: none"> Project progressing to plan 	June 23
O365 Closeout	B	<ul style="list-style-type: none"> Project in initiation 	July 23 (EST)
Digital Document Centre	G	<ul style="list-style-type: none"> Project in early stages. Resources assigned and work has commenced 	June 2023
Depot WiFi	R	<ul style="list-style-type: none"> Awaiting completion of work by 3rd party contractor, expected W/C 28/4 	May 23
MacBook's; Corporate Comms and Planning	R	<ul style="list-style-type: none"> Project experiencing issues and is in 'hypercare' to ensure conclusion. Interim workaround being implemented as a very short term measure. 	May 23
Primary WAN	A	<ul style="list-style-type: none"> 1 site remaining. Broughton Exchange work scheduled 03/05. 	May 23
High School WiFi	A	<ul style="list-style-type: none"> Hardware Received Kelso + Berwickshire HS completed Delivery of remaining WAPS received 	June 23
Paton St	B	<ul style="list-style-type: none"> Completed 	April 23
Family Centre Wi-Fi	A	<ul style="list-style-type: none"> Project in final stages 	May 23
Cloud Migration Azure App Migration Feasibility	G	<ul style="list-style-type: none"> Project progressing to plan 	May 23
_Lync 2010 Decom	A	<ul style="list-style-type: none"> Project in completion phase 	May 23

Service Delivery



Service - Latest Quarter Highlights

Activities

- Curricular Software packaging review has now been completed to allow correct reporting of software installations.
- Request for Inspire iPad applications now live in Service Catalogue.
- Corporate AD Password expiry date has been extended up to 180, improving end user experience.
- Activity commenced in regards improvement of customer satisfaction survey with the introduction of Customer Thermometer
- Activity commenced in regards pilot implementation of Amelia to improve first time fix and end user experience.
- Implementation of screen pop up capture for end users to confirm CMDB assets
- Joint Wales visit to CGI Service Centre to meet team and discuss joint improvement initiatives.

Issues

- 5 Minor KPI's missed target – improvement activities in place covering customer satisfaction and Impact Assessment SLA
- Awareness and Communication – increase in overall awareness and visibility of CGI as well as improvement of overarching processes.

Success

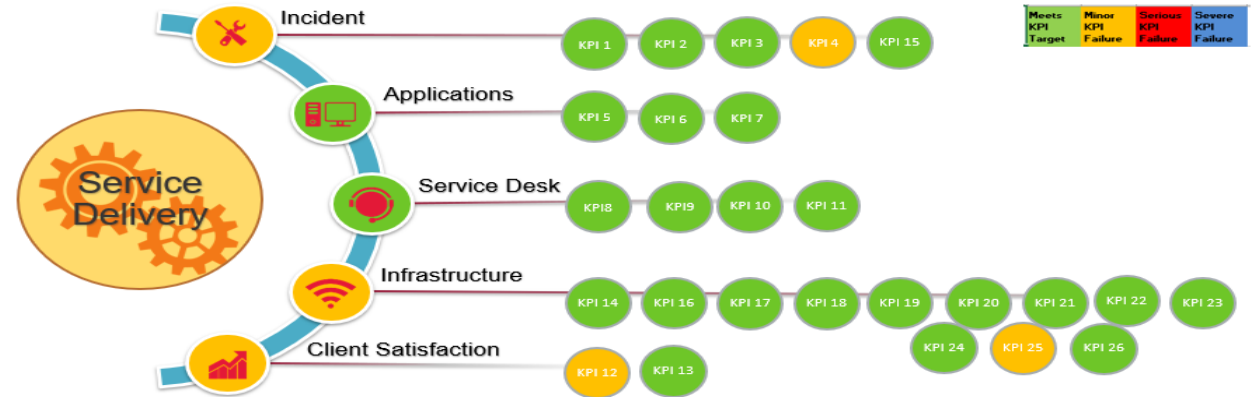
- Improvements in Chambers AV solution
- Service Catalogue improvements progressing well

Service Performance – Success Factors

Service Performance – Balanced Scorecard (January to March 2023)

KPI & SPI Performance Management

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



Measure	Quarter Totals Q2 2022	Quarter Totals Q3 2022	Quarter Totals Q4 2022	Quarter Totals Q1 2023	Commentary
Red KPIs (Serious and Severe and Service Threshold KPI Failures)	2	1	4	0	
Amber KPIs (Minor KPI Failures)	5	5	8	5	Jan, Feb & Mar- KPI25 - Production of Impact Assessments Jan - KPI12 - User Satisfaction, % of Satisfied End Mar - KPI04 - Time to resolve a Severity 3 Service Incident < 48 Hrs
Green KPIs (Target Performance Level Met)	71	72	66	73	
Service Points accrued	3	6	15.5	3.5	
Service Credits accrued	3	7	29.5	8.5	
Repeat KPI Failures	1	1	3	1	
KPI Service Threshold Failures	0	0	0	0	
Service Points accrued (to date in the current Contract Year)	12.5	15	27.5	28	Service Points Accrued YTD (Jan 23 - Mar 23)
Service Credits deducted (to date in the current Contract Year)	30.5	31	48.5	48	Service Points Accrued YTD (Jan 23 - Mar 23)

Service Management – Quality Levels

Service Management

Measure	Quarter Totals Q2 2022	Quarter Totals Q3 2022	Quarter Totals Q4 2022	Quarter Totals Q1 2023	Commentary
Complaints received in month	0	0	0	0	
Breaches of Security in month	0	0	0	0	
BCDR Events in the month	1	0	0	0	
Emergency Bunker Events in the month	1	0	0	0	
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	
Monthly Configuration Database update issued - yes/no	Yes	Yes	Yes	Yes	CMDB bassline is reviewed on monthly basis.
No. of updates carried out in month	8	5	10	10	ArcGIS (1), IDOX DMS (1), Revenues & Benefits (2), Elector8 (2), PowerBI (1), Servitor (1), BusinessWorld (1), Uniform (1)
No. of upgrades carried out in month	0	2	6	5	IDOX DMS (1), Revenues & Benefits (1), Intranet (1), BusinessWorld (1), Jadu CMS/XFP (1)
No. of releases not compliant with Release Management Protocol	0	0	0	0	
No. of items procured from Service Catalogue	1944	2688	2189	2361	

Service Management – Continuous Service Improvement

Continual Service Improvement

Measure	Quarter Totals Q2 2022	Quarter Totals Q3 2022	Quarter Totals Q4 2022	Quarter Totals Q1 2023	Commentary
Continuous Service Improvement proposals submitted to the Authority for consideration, per quarter	9	8	8	20	
Continuous Service Improvement proposals submitted to the Authority and implemented, per annum	4	12	7	8	FAQ for end users, Review of Service Desk guidance, Education Software Packaging Clean Up, Inspire - Paid Apps Request, Corp - Remove Unused Licenced Software, Sync Outlook contacts with Mobiles, Mobiles to connect automatically to Mobile SSID

Applications Management -

78 Business Applications Managed and Supported

Priority 1 [22 Applications]

- AVD Anti-Social Behaviour
- AVD Homeless Case Management
- BizTalk
- Business Objects
- Business World ERP
- 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
- Total Mobile

Priority 2 [20 Applications]

- ArcGIS
- BACS
- Business Objects
- Confirm
- Countryside Access Management System
- FER (Forward Electronic Register)
- 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
- BACAS 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
- Power BI
- SHE Assure
- TechForge – Facilities Management
- Treasury Management System
- Vehicle Tracking
- Vubis - Libraries
- Waste Management
- Route Design
- Weighbridge

Service Delivery – Performance

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

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	Description	Target	Total No. of Months	Months KPI Met	Average Contract Performance Jan 22 - Dec 22
KPI05	P1 Application Availability – See Section 1.3	99.90%	12	11	99.98%
KPI06	P2 Application Availability – See Section 1.3	99.50%	12	12	99.99%
KPI07	P3 Application Availability – See Section 1.3	99.50%	12	12	100.00%

	Description	Target	Jan-23	Feb-23	Mar-23	Apr-23
KPI05	P1 Application Availability – See Section 1.3	99.90%	99.97%	100.00%	99.97%	100.00%
KPI06	P2 Application Availability – See Section 1.3	99.50%	99.97%	100.00%	100.00%	100.00%
KPI07	P3 Application Availability – See Section 1.3	99.50%	99.98%	100.00%	100.00%	100.00%

Community Benefits



People, Human Resources & Corporate Social Responsibility



Tins, dry food within expiry date will be collected and delivered for Local Food Banks in the Borders



CGI are proud sponsors of the Southern Knights

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Inspire Learning Festival days
30 May – 1 June 2023



Pizza Lunch held to encourage more staff into the Office to have a catch up over lunch and promote Mental Health awareness

People, Human Resources & Corporate Social Responsibility

CGI continue to sponsor local clubs and groups. Following our latest communication to SBC we've sponsored a further 2 nominations

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Borders Clan Rugby



Hawick United Amateur FC

Recruitment Update



Borders CGI Members & Recruitment

- **Tweedbank Update**
 - Tweedbank Office full operational.
- **Team Update**
 - CGI currently employ 68 members in the Borders region and have 101 members working on Borders activity. We have recruited an additional 2 roles on Borders since last update in Project Management & Training.

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Scottish Borders population

115,270 people
live in the
Scottish Borders

23,876
Borders-based
professional profiles
on LinkedIn

Largest towns:

Galashiels 14,994

Hawick 14,294

Peebles 8,376

Selkirk 5,784

Kelso 5,639

Jedburgh 4,030

Eyemouth 3,546

Duns 2,753

Melrose 2,307

Coldstream 1,946

Earlston 1,779

Source: LinkedIn Talent Insights Report 4/14/2023



LinkedIn deep dive of Scottish Borders-based professionals

264 (1%) describe themselves as having IT skills



Top employers

- Scottish Borders Council 1,056
- NHS 701
- Borders College 160
- Plexus Corp 121

104 professionals have visited the CGI page on LinkedIn over the last year

484 professionals have actively engaged with CGI on LinkedIn over the last year

- ### Top IT employers
- CGI
 - NHS Borders
 - Radical Travel Group

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Source: LinkedIn Talent Insights Report 4/14/2023

What schools are producing this local talent?

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School	Professionals	Recent grads	CGI 1y hires
Edinburgh Napier Uni	863	114	1
University of Edinburgh	768	73	0
Heriot-Watt University	747	117	1
Borders College	635	153	1
The Open University	400	96	1
Peebles High School	379	36	0
Edinburgh College	345	115	0
Kelso High School	268	19	1

Source: LinkedIn Talent Insights Report 4/14/2023

Targeted job advertising - Tweedbank

Totaljobs

For recruiters | My career | My jobs | Sign in | Register CV

Job title, skill or company | Tweedbank | 30 miles | Search

Sort by: Distance

1,807 jobs in Tweedbank + 30 miles

Filters:

- Commute time
- Where do you start from?
 - Address, postcode or town
- Maximum commute: ... min
- How do you travel to work?
 - Walking, Bicycle, Car, Bus
- Locations
 - Popular searches nearby
 - Galashiels 5345
 - Hawick 5625
- Salaries

Annual	Daily	Hourly
at least £10,000	3411	
at least £20,000	3193	

Job Listings:

- CGI** **Director (Business Growth - Healthcare)**
 - PREMIUM NEW
 - CGI
 - Tweedbank, TD1 | Recently
 - Competitive
 - At CGI, we are looking for a **Director of Business Growth** to help put us at the heart of helping heal... [more](#)
- CGI** **Solution Architect**
 - PREMIUM NEW
 - CGI
 - Tweedbank, TD1 | Recently
 - Competitive
 - At CGI, our **Solution Architects** are trusted to work closely with a wide range of clients on exciting ... [more](#)
- CGI** **Data Engineer**
 - PREMIUM NEW
 - CGI
 - Tweedbank, TD1 | Recently
 - Competitive
 - At CGI, our **Software Engineers** are trusted to work closely with a wide range of clients on exciting p... [more](#)
- CGI** **Senior Software Engineer (Java)**
 - PREMIUM NEW
 - CGI
 - Tweedbank, TD1 | Recently
 - Competitive
 - We are looking for excellent creativity and enthusiasm for real-world problem solving in our **Softw...**
- Scottish** **Support Worker - Waverley Residential Home**
 - NEW

Chat with our virtual assistant to get the latest jobs via email!

Plan of action

Activity

- 1 Service Desk presence at Tweedbank
- 2 STEM outreach across Scottish Borders schools
- 3 CodeClan
- 4 Engagement with Scottish Borders College
- 5 Target MyJobScotland, the public sector jobs website
- 6 Enhanced Member Referral Scheme for Scotland BU
- 7 Record and issue Member Referral Scheme video

Activity

- 8 Use AppCast to target digital advertising
- 9 All Scotland BU roles have been tagged Tweedbank
- 10 Adverts for directors and VPs to share on LinkedIn
- 11 Engagement with Veterans Association via Borders Member
- 12 Engagement with Skills Development Scotland and Developing Young Workforce

Borders CGI Members & Recruitment

PROPOSED SCHEDULE PROFILE	Year 0	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11	Year 12	Year 13	Totals by Organisation (including TUPE)
		By 30/09/2017	By 30/09/2018	By 30/09/2019	By 30/09/2020	By 30/09/2021	By 30/09/2022	By 30/09/2023	By 30/09/2024	By 30/09/2025	By 30/09/2026	By 30/09/2027	By 30/09/2028	By 30/09/2029	
Committed Employment	46	9	5	5	15	20	20	20	22	3	0	0	0	0	165
By the Supplier 52+ weeks															
<u>Committed Employment</u> Target Modern Apprenticeships (Level 3 or higher) created for employment by the Supplier				1	2	1	1	1	1	1	1	1			10
<u>Stretch Employment Target</u> by the Supplier 52+ Weeks								20	20	20	20	20			100
Cumulative Committed Total	46	55	60	66	83	104	125	146	169	173	174	175	175	175	175
<u>Cumulative Aspirational Total</u>								166	209	233	254	275	275	275	275



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)	✓

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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 EIE sessions (Best of CGI) for the benefit of sharing global expertise and learning.

Quarterly Reviews

Senior Stakeholder attendees:

- David Robertson – SBC
- Jen Holland - SBC
- Nick Byers– SBC
- Bill Edwards - SBC
- Claire Hepburn - SBC
- Lindsay McGranaghan – CGI
- John Wordsworth-Goodram - CGI
- Gary Lessels– CGI
- Paul Lockier – CGI
- Innes Davidson CGI
- Amalia Natillo - CGI

Annual Strategic Review

Executive Stakeholder attendees:

- David Robertson – SBC
- Jen Holland – SBC
- Claire Hepburn - SBC
- Lindsay McGranaghan – CGI
- John Wordsworth-Goodram- 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
- Jenni Holland- SBC
- John Wordsworth-Goodram - CGI

Service;

- Nick Byers – SBC
- Shammy Laila Halder – CGI

Programme Delivery;

- Bill Edwards - SBC
- Jason MacDonald - SBC
- Amalia Natillo – CGI
- Paul Lockier - CGI

Weekly Team Meeting

Stakeholder attendees:

- Service;
- Nick Byers – SBC
- Shammy Laila Halder – CGI
- Programme Delivery;
- Nick Byers – SBC
- Paul Lockier– CGI
- Gary Lessels - CGI
- Amalia Natillo - CGI

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

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.

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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