

# SCOTTISH BORDERS COUNCIL EXTERNAL SERVICES/PROVIDERS MONITORING GROUP

MINUTES of Meeting of the EXTERNAL  
SERVICES/PROVIDERS MONITORING  
GROUP held via Microsoft Teams on  
Tuesday, 29 August 2023 at 2.00 pm

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- Present:- Councillors M. Rowley (Chair), J. Anderson, M. Douglas, J. Greenwell, S. Hamilton, E. Thornton-Nicol
- Apologies:- Councillors P. Brown, E. Jardine and J. Pirone
- In Attendance:- Director Strategic Commissioning and Partnerships, Chief Officer Audit and Risk, Estimator (M. Douglas), IT Client Manager (N. Byers), J. Wordsworth-Goodram (CGI), and Democratic Services Officer (L. Cuerden)

## 1. **MINUTE**

There had been circulated copies of the Minute of the Meeting held on 23 May 2023.

### **DECISION**

- (a) **AGREED the Minute of the Meeting; and**
- (b) **NOTED that details of the CGI sponsorship scheme be sent to officers for circulation to Members**

## 2. **CGI CONTRACT PERFORMANCE**

- 2.1 There had been circulated a report by Director Strategic Commissioning and Partnerships and associated slide deck, the purpose of which was to provide Elected Members with key information with respect to the CGI contract for the second quarter to the end of June 2023: the governance of the contract; updated information on the transformation programme; key performance information with respect to the service delivery of the contract and a note of key issues associated with contract management.
- 2.2 John Wordsworth-Goodram presented the slide deck. Regarding governance, CGI continued to provide detailed updates on recruitment measures in the Scottish Borders. CGI was in the process of replacing the IT Service Management system 'Remedy' with 'Service Now' which was anticipated to offer substantial improvements in service communications. Scottish Borders Council now had a dedicated service team. With reference to paragraph 5.3 of the Private section of the Minute of 23 May 2023, it was confirmed that all planned work had been completed and tested during school holidays in readiness for the start of the new term. The iPad refresh of around 2,000 devices was underway and additional resources had been allocated to account for a potential uplift in calls from teachers on their return to work. At the time of the meeting 10-15 calls a day had been reported. It was confirmed that this approach to test relevant infrastructure networks during each school holiday period was to be adopted going forward. All governance meetings with partners had been held for quarter 2. A new Digital Security Board had been convened to meet monthly.
- 2.3 It was reported that significant progress had been made on the Transformation priorities. As progress continued with the Social Work Pathfinder programme, CGI had also engaged with Protective Services Department in relation to further Pathfinder deployment. The next phases of Digital Customer Access had been agreed. An increased CGI

resource, along with the engagement of wider CGI expertise, was expected to accelerate proposal output. Partners had been engaged in relation to Connectivity and Wi-fi deployments. A summary of Agreed Transformation Priorities was provided. In relation to the Pathfinder programme, SBC was currently reviewing the Children Processes to progress to the To-Be stage. iPads and iPhones had been deployed to front line Social Workers and had been well received with a CSAP score of 10. Initial training on Mosaic had also taken place. A summary of other Key Projects was provided with associated RAG status as follows: green – 7; amber – 5; red – 2; and 1 on hold. It was confirmed that a RAG status related to the progress of a project against its forecasted end date; those projects coded amber and red had not been completed by the date identified at the planning stage. There was agreement to include the original project baseline date alongside the current end date in subsequent reports. It was acknowledged that a fourth Blue status was to be used to identify those projects that had been completed and were formally and fully accepted into service.

- 2.4 In response to a question about the iPad refresh, it was confirmed that the devices were returned to Apple under the Apple Direct lease agreement. Director Strategic Commissioning and Partnerships agreed bring forward a paper on the lease agreement and financial information to the next meeting. With regards to Public Service Network (PSN) compliance, Nick Byers reported that the renewal date was 16 May 2023 and the PSN certification was received on 30 June 2023. The submission had been made a month in advance of 16 May 2023 and its processing had been delayed by the Cabinet Office. The intervening six-week period had been required for necessary remedial action in collaboration with the Cabinet Office. While it was confirmed that the certification had expired for that period, assurances was to have been given by the Cabinet Office in response to any enquiries. It was confirmed that PSN accreditation was to be a key element of the new Digital Security Board which was to provide assurance throughout the year that SBC were as well prepared as possible for the annual renewal of PSN accreditation. Mr Byers confirmed that an IT health check could be done within six months of the PSN certificate expiry date which allowed a further four months for remediation to be carried out prior to the annual submission date.
- 2.5 Director Strategic Commissioning & Partnerships provided information on the Digital Security Board recently set up to examine all aspects of digital security in SBC and which reported to CMT. Digital security was to be a key imperative for all Service Directorates and SMT groups going forward. Membership was as follows: Director Strategic Commissioning & Partnerships; Chief Legal Officer; IT Client Manager and other relevant SBC and CGI colleagues. The terms of reference and programme of work were to be shared with Members at the next meeting.
- 2.6 A summary of service quarter highlights was provided and included among others: MS Office to 365 rollout across the whole estate; phase 2 pilot stage of Amelia chatbot; deployment of several Apple patches to mobile phone users. There had been four minor KPI missed targets in relation to Impact Assessment SLA for which additional resource had been identified and applied. There had been a network outage at Glendinning Primary School which had been resolved with an engineer visit and a server reboot at Burnfoot Primary School. It was reported that there were had been no red KPI failures on the last six months. A joint quarterly e-zine was in development with SBC Communications for distribution to all staff via intranet or Sharepoint to increase the overall awareness and visibility of CGI. CGI also intended to attend SMT meetings going forward, building on the monthly meetings with the Directorates. There had been changes to the MyIT New User form which had removed the need for multiple forms and Service Catalogue improvements had continued and republished on the intranet. There had been 13 updates across several systems in the last quarter and all Application Management KPIs had been met during the same period. In response to a question about the 365 rollout, Mr Wordsworth-Goodram had not been aware of difficulties experienced by some staff where multiple download attempts had been necessary but not reported to CGI. The number of tickets raised in response to the 365 rollout was to be ascertained and further

discussion was to be had with managers to promote the logging of issues with CGI Service Desk. It was acknowledged that system updates did take longer working from home and were not always successful. Support was available via the Digital Skills on SBScene (Yammer) and Ms Holland undertook to further discuss the matter with the team with a view to its wider promotion and effectiveness.

- 2.7 A brief summary of community benefits was provided and included action to promote CGI support of the Uniformed Services Network and the Veterans' Association. A list of 28 current club sponsorships was provided along with an undertaking to provide Elected Members with the means to nominate clubs. The financial value of sponsorship was to be discussed in Private Business. Recruitment levels had remained static since the last meeting, with Tweedbank Office now fully operational with 68 Borders based members and 101 members engaged in Borders activity. A summary plan of action to address recruitment was provided and it was to be noted that CodeClan that provided retraining in digital skills had recently gone into liquidation. Work was ongoing with Scottish Government to find a replacement service. Currently CGI had over 600 remote working vacancies in a wide range of roles across the UK for which they had received very few applicants from the region. Tweedbank and the Scottish Borders continued to be promoted alongside activities with Skills Development Scotland and Developing Young Workforce. It was confirmed that CCI was to continue to engage with the region's secondary schools to promote cyber employment opportunities in the Borders and the Cyber Escape room was to be reopened towards the end of 2023. The use of Artificial Intelligence (AI) was to be balanced in terms of efficiencies and improvements afforded from its adoption. Currently \$1billion had been invested in AI technologies by CGI. E-sports within the corporate landscape was to be viewed cautiously given the security implications and bandwidth capabilities and was not currently an area of high priority for SBC.
- 2.8 All subsequent meetings of the External Services/ Providers Monitoring Group had been extended to 90 minutes, with a request that officers avoided a clash of dates and times with other Committees in future.

**DECISION  
NOTED:**

- (a) the report and the associated slide deck; and,
- (b) the information provided within the report and the associated slide deck that detailed the performance of CGI contract to the end of Q2 2023; and

**AGREED:**

- (a) to include the original project baseline date alongside the current end date in subsequent reports;
- (b) Director Strategic Commissioning and Partnerships to provide a briefing paper on the Apple lease agreement and financial information to the next meeting;
- (c) that the terms of reference and programme of work of the Digital Security Board were to be shared with Members at the next meeting; and
- (d) for Director Strategic Commissioning & Partnerships to further discuss the online Digital Skills content and promotion with the relevant team.

3. **ITEMS LIKELY TO BE TAKEN IN PRIVATE  
DECISION**

**AGREED** under Section 50A(4) of the Local Government (Scotland) Act 1973 to exclude the public from the meeting during consideration of the business detailed in the Appendix to this Minute on the grounds that it involved the likely disclosure of exempt information as defined in Paragraph 8 of Part I of Schedule 7A to the Act

4. **MINUTE**

Members considered the Private Section of the Minute of the Meeting held on 23 May 2023.

5. **CGI CONTRACT PERFORMANCE**

Members considered a report by Director Strategic Commissioning and Partnerships and noted its recommendations.

***The meeting concluded at 3.15 pm***