

Public Document Pack



EXTERNAL SERVICES/PROVIDERS MONITORING GROUP TUESDAY, 29 AUGUST 2023

A MEETING of the EXTERNAL SERVICES/PROVIDERS MONITORING GROUP will be held via MICROSOFT TEAMS on TUESDAY, 29 AUGUST 2023 at 2.00 pm.

All Attendees, including members of the public, should note that the public business in this meeting will be livestreamed and video recorded and that recording will be available thereafter for public view for 180 days.

J. J. WILKINSON,
Clerk to the Council,

18 August 2023

BUSINESS		
1.	Apologies for Absence	
2.	Order of Business	
3.	Declarations of Interest	
4.	Minute (Pages 3 - 6) Consider Minute of the meeting of 23 May 2023. (Copy attached.)	2 mins
5.	CGI Contract Performance (Pages 7 - 50) (a) Consider report by Director Strategic Commissioning & Partnerships. (Copy attached.) (b) Associated slide deck for presentation by John Wordsworth-Goodram. (Copy attached.)	20 mins
6.	Any Other Items Previously Circulated	
7.	Any Other Items which the Chairman Decides are Urgent	
8.	Items Likely To Be Taken In Private Before proceeding with the private business, the following motion should be approved:- “That under Section 50A(4) of the Local Government (Scotland) Act 1973 the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of	

	exempt information as defined in paragraph 6 of Part 1 of Schedule 7A to the aforementioned Act.”	
9.	Minute (Pages 51 - 52) Consider the Private Minute of the meeting held on 23 May 2023. (Copy attached.)	2 mins
10.	CGI Contract Performance (Pages 53 - 58) Consider report by Director Strategic Commissioning & Partnerships. (Copy and associated slide deck attached.)	10 mins

NOTES

1. **Timings given above are only indicative and not intended to inhibit Members' discussions.**
2. **Members are reminded that, if they have a pecuniary or non-pecuniary interest in any item of business coming before the meeting, that interest should be declared prior to commencement of discussion on that item. Such declaration will be recorded in the Minute of the meeting.**

Membership of Committee:- Councillors J. Anderson, M. Rowley (Chair), P. Brown, M. Douglas, J. Greenwell, S. Hamilton, E. Jardine, J. Pirone and E. Thornton-Nicol

Please direct any enquiries to Lynne Cuerden Tel: 01835 826527
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**SCOTTISH BORDERS COUNCIL
EXTERNAL SERVICES/PROVIDERS MONITORING GROUP - CGI**

MINUTES of Meeting of the EXTERNAL
SERVICES/PROVIDERS MONITORING
GROUP – CGI held via Microsoft Teams on
Tuesday, 23 May 2023 at 10.00 am

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

1. ORDER OF BUSINESS

The Chair varied the order of business as shown on the agenda and the Minute reflects the order in which the items were considered at the meeting.

2. MINUTE

There had been circulated copies of the Minute of the Meeting held on 7 March 2023.

DECISION

AGREED to approve the Minute for signature by the Chair.

3. CGI CONTRACT PERFORMANCE

3.1 There had been circulated a report by Jen Holland, Director Strategic Commissioning & Partnerships. This report presented 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 provided Elected Members with key information on the governance of the contract, updated information on the transformation programme being delivered 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 was designed to be read in conjunction with the appended slide presentation, which provided further detailed information on each of the aforementioned areas.

3.2 John Wordsworth-Goodram presented information to members. In relation to Governance, all necessary reporting to Boards and the Governance Group was being undertaken with proper procedure and attendance. Significant progress was being made on the Transformation priorities and included engagement with Protective Services Department, workshops on next phases of Digital Customer Access, the engagement of wider CGI expertise and an increase in CGI resource to accelerate proposal output. An update on the Social Work Pathfinder program was provided. Project teams were in place across the workstreams with full progress updates provided to the Programme Board on a fortnightly basis. Testing was underway on the first re-designed processes; iPads had been ordered and end user device deployment plan was being agreed. Work continued on dashboards via the third party supplier intelligent-I. The Pathfinder programme was now in the testing and training phases and was scheduled to complete on 31 August

2023. A summary of key projects was provided which detailed their RAG status. Three projects were categorised green, six were amber (of which three were moving to completion) and two were red though one was to be completed imminently. Paton Street work was completed with an additional Wi-Fi connectivity survey to be conducted at Paton Street soon to identify and remedy blackout points. The Office 365 closeout project was at the initiation stage and was hoped to be completed by end of July 2023. In terms of Service Delivery, a number of latest quarter highlights were reported and included the completion of the curricular software review, updates to the Service Directory, implementation of the Amelia (ChatBot) pilot to improve first time fix and end user experience and a visit to CGI Service Centre, Cardiff. A number of issues were identified and included five minor KPI missed targets relating to customer satisfaction and Impact Assessment SLA. There was also a need to increase the overall awareness and visibility of CGI as well as improvement of overarching processes. Improvements in the Council Chambers AV solution and HQ infrastructure were noted and Service Catalogue improvements had progressed well. An overview of the 78 business applications managed and supported by CGI was detailed along with application management data which demonstrated a 100% availability rate over the last quarter. A round up of community benefits highlighted work with local foodbanks, additional sponsorship of sports teams, support of the Inspire Learning Festival 30 May -1 June and opportunities to bring staff into the CGI offices over lunch and promote mental health awareness. There was further scope to support more grass roots sport, leisure and community clubs and volunteer groups and the process for applying for support was to be shared with Elected Members. Generally there was a focus on returning staff to the office, particularly those new to the organisation and to provide mental health support where necessary. It was reported that a return to the office afforded convenience and opportunities to have face to face conversations and had a knock on effect in speeding up processes. There was encouragement to travel to the office by train, carpool or cycling/walking and CGI had partnered with Project Seagrass to contribute to Net Zero initiatives. It was confirmed that SBC staff were permitted to book workspace at Tweedbank free of charge. In terms of recruitment, it was reported that the Tweedbank office was now fully operational and 68 employees both lived and worked in the Scottish Borders. An additional two roles in Project Management and Training had been recruited since the last update. With regards to recruiting from the local population, CGI had used data from LinkedIn to identify the number of professionals and recent graduates from universities, colleges and local high schools, and the demographic to which advertising was to be directed, with the Tweedbank area actively promoted on Totaljobs. A summary 12 point action plan was shared with Members which detailed a number of initiatives with partner organisations e.g. Borders College; myjobscotland; Veterans Association, Skills Development Scotland, CodeClan; and STEM outreach across the region's schools. There were plans to further develop the Service Desk presence at Tweedbank and an enhanced Member Referral Scheme within the Scotland Business Unit was on offer to promote CGI and the Scottish Borders.

**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 over the full year 2022.

4. **PRIVATE BUSINESS
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

SUMMARY OF PRIVATE BUSINESS

5. **MINUTE**

Members considered the Private Section of the Minute of the Meeting held on 7 March 2023.

6. **CGI CONTRACT PERFORMANCE**

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

The meeting concluded at 11.15 am

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CGI CONTRACT PERFORMANCE

Report by Director – Strategic Commissioning & Partnerships

EXTERNAL SERVICES/PROVIDERS MONITORING GROUP

29 August 2023

1 PURPOSE AND SUMMARY

- 1.1 This report presents key information with respect to the CGI contract for the second quarter to the end of June 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 Q2 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 second 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 Q2 have been held.

4.2 Transformation Projects

Slides 5-12 cover digital transformation project for the council. Slide 6 provides high level the 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. The Social Work Pathfinder programme commenced on the 5 October 2022 and whilst the programme progresses, a re-plan exercise is underway due to a mix of business and technical issues encountered during the last few months. A re-plan options paper will be presented back Digital Transformation Board on the 29 August for consideration.

Members should note work is currently being undertaken regards Children's Social Work processes to align the process.

Slide 13 provides the status of Key Projects with regards 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.

Seven projects are marked as Green RAG -Weighbridge Implementation, Ethel App, Single Point, and Azure App Migration all completed. Office 356 Closeout, JADU Website Upgrade Digital Document Centre are all tracking on time. Five projects are tracking Amber - 3 projects are complete but delivered out-with the timeline and one is not due until November 2023 and High Level Design is in progress. Two projects are tracking Red – Depot WiFi awaiting 3rd party contractor works to be completed and Corporate Communications Team Macbooks with a scheduled rollout to completion of 14/08/2023. An interim workaround solution is in place for the MAC Books.

4.3 Key Performance Information

- The Key activities, issues and successes are detailed on slide 15.
- The key activities in Q2 include increased communications for mobile phone users to improve IOS compliance, holiday set automation for out of office voice messages, change process improvements reducing the impact on IT Business Partners, MS365 pilot roll out, PSN Accreditation received and successful Internal testing of Amelia the Service Desk AI this is now progressing to Phase .
- The issues identified and being worked on are KPI missed targets in the quarter along with ensuring CGI awareness and communication is strengthened with staff. The team are currently working on an E-zine for CGI.
- In terms of successes the service catalogue improvements are progressing well along with consolidation of the MY IT form to one form to improve user experience.

Information is provided with respect to the key deliverables of the contract across 78 performance measures. Slide 14 notes 5 AMBER service failures over Q2 of 2023. Three of the failures are due to non-delivery of Impact Assessments in-line with agreed timescales in each month of Q2. As detailed in the slide deck the process has been reviewed and IT Business Partners 's are now involved in early discussions to detail customer needs. One KPI failure was due to a Severity 2 incident in May 2023.

Two new slides has now been added to the deck Slide 15 &16. Slide 15 details quality levels with regards complaints, security of the infrastructure including security alerts patching and upgrade to infrastructure data this is now managed through the newly created Digital Security Board.

Slide 16 provides overview of Continuous Service Improvements detailing the number of proposals submitted and number implemented along with commentary.

4.4 Communities

Community benefits are highlighted in slide 19 to 21 and highlighting the links with the armed forces and the opportunity to join the network. Slide 21 highlights the 28 organisations benefitting from sponsorship from CGI.

4.5 Jobs Created

Slides 22 to 25 provide detailed information with regards CGIs recruitment campaign within the Scottish Borders. CGI currently employ 68 members in

the Borders region and have 101 members working on Borders activity. This has remained static since the last reporting period. The recruitment is against the 146 projected target at 30/09/ 23 and the 166 aspirational target for the same period.

Slide 26 details the plan of actions to increase the recruitment across twelve specific areas. Code Clan is shown in red due to its recent liquidation and CGI are working with other partners to mitigate this. The ones in green are being actively worked on with Service Desk volumes currently being scoped within CGI.

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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Agenda

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3. Service Delivery	11
4. Contract Management	19

Governance

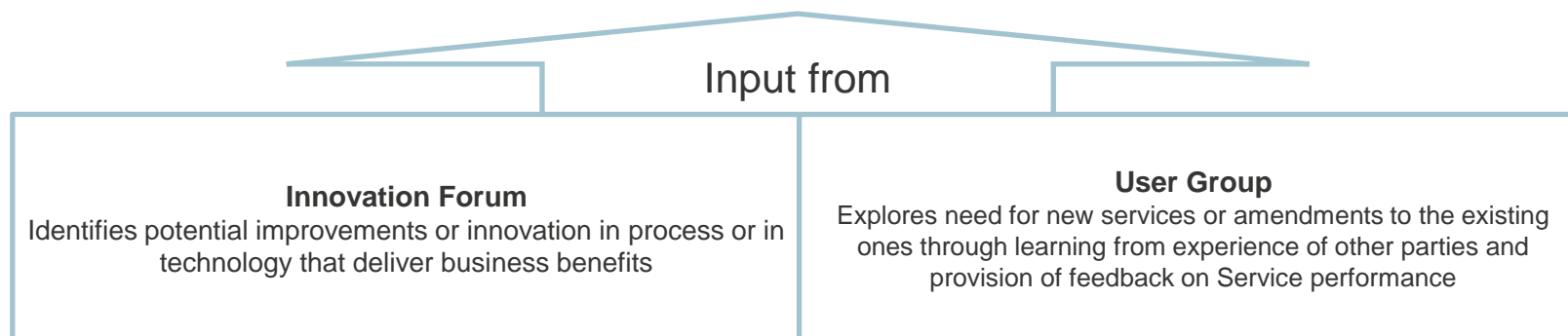
Actions from previous meetings:

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 23	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. CGI will be replacing the ITSM systems Remedy which will further enable improvement initiatives to be deployed. Scottish Borders Council now has a dedicated Service Team to ensure tighter communications.	Open
June 23	Cllr Thornton-Nicol	Schools return in August 2023	All works undertaken during School holidays has been completed and tested. Ipad refresh is underway and progressing well. Additional resources allocated to account for potential uplift in calls from Teachers on return.	Open and ongoing

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	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	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 in relation to further Pathfinder deployment
- Agreed Digital Customer Access next phases
- Engaged wider CGI expertise to accelerate solution offerings
- Increased CGI resources to accelerate proposal output
- Engaged partners in relation to Connectivity and Wi-fi deployments

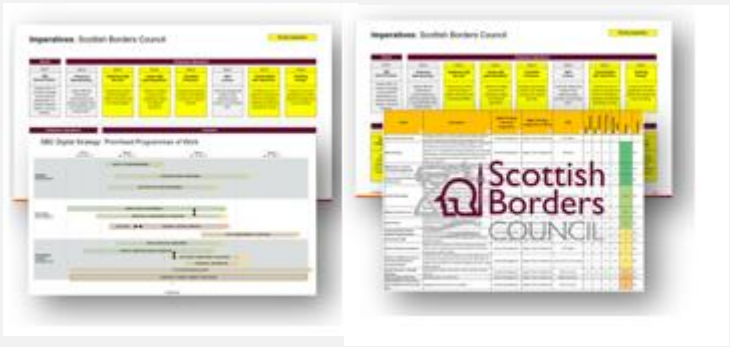
Agreed Transformation Priorities

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 19	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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	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 whilst the programme progresses, a replan exercise is underway due to a mix of business and technical issues.
- 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..
- The Authority is currently reviewing the Children Processes to progress the To-Be stage.
- Devices (iPads and iPhones) were recently deployed to Social Workers and this was very well received with a CSAP scoring of 10 received for this activity.
- Initial training has taking place on Mosaic

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 	Complete
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 and then once approved will configure the subscription and build the tables in DataVerse. 	November 23
Ethel App	G	<ul style="list-style-type: none"> Project was completed in July 	Complete
Single Point	G	<ul style="list-style-type: none"> Project progressing to plan – Go Live took place on 31 July with no issues reported. 	August 23
O365 Closeout	G	<ul style="list-style-type: none"> Solution Blueprint being reviewed prior to work commencing on the IA 	September 23
Jadu Website Upgrade	G	<ul style="list-style-type: none"> Project has just commenced and lining up third party supplier 	Oct 23
Digital Document Centre	G	<ul style="list-style-type: none"> HLD completed and is in Review, 	Nov 2023
Depot WiFi	R	<ul style="list-style-type: none"> Awaiting completion of work by SBC 3rd party contractor 	Aug23
MacBook's; Corporate Comms and Planning	R	<ul style="list-style-type: none"> HLD for JAMF incorporation into the solution has been approved, Changes to implement have been approved by CAB scheduled rollout WC 14th Aug. 	Aug23
Primary WAN	A	<ul style="list-style-type: none"> Complete 	June23
High School WiFi	A	<ul style="list-style-type: none"> Project rollout complete, Project closure in progress 	June 23
Family Centre Wi-Fi	A	<ul style="list-style-type: none"> Complete 	June 23
Cloud Migration Azure App Migration Feasibility	G	<ul style="list-style-type: none"> Complete 	May 23
_Lync 2010 Decom	A	<ul style="list-style-type: none"> This project was stalled waiting for CR349.015H PPP schools- now complete – Lync 2010 is now in final decommissioning stages due for completion end Aug – with power down of legacy devices scheduled WE19th Aug 	Aug 23

Service Delivery



Service - Latest Quarter Highlights

Activities

- Communication to mobile phone users continues in relation to IOS compliance, thereby reducing risk to Apple device users.
- Holiday Set improvement for the out of office voice message for the SBC phone systems, no longer need Business Partner input.
- Operation Change Process improvement. Changed the process to run 2 internal CABs and 1 external CAB per week, freeing up meeting times for the Business Partners.
- MS Office to 365 pilot was successful, now being rolled out to the whole estate.
- PSN remediation progressed and certification received
- Internal testing on Amelia, automated incident management system completed. Progressing to phase 2 – pilot stage.
- Implementation of screen pop up capture for end users to confirm CMDB assets progressing

Issues

- 4 Minor KPI's missed target – improvement activities in place covering Impact Assessment SLA
- Awareness and Communication – increase in overall awareness and visibility of CGI as well as improvement of overarching processes.
A joint Quarterly Ezine newsletter is currently being developed for distribution with all staff.
In addition, CGI will be looking to attend SMT meetings

Success

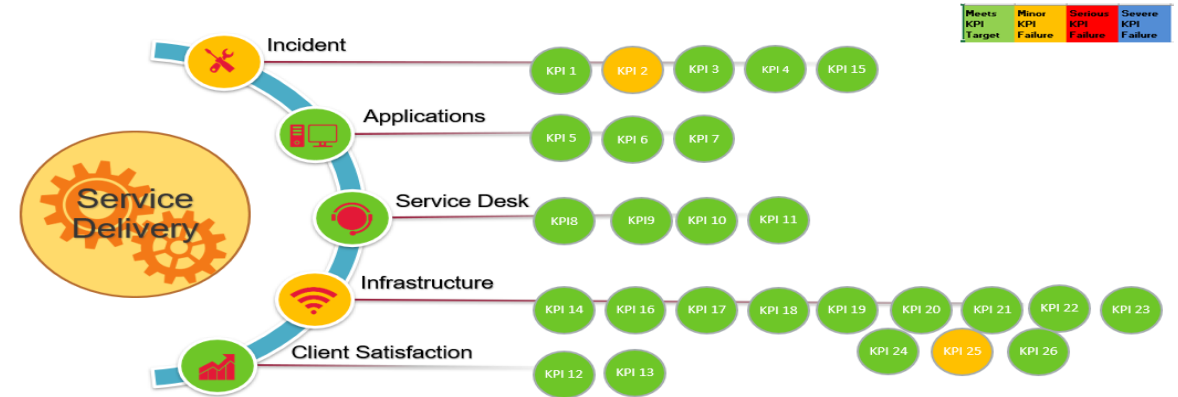
- MyIT New User Form, one form to be completed instead of multiple forms.
- Service Catalogue improvements progressing well. Catalogue has been reviewed and republished on the intranet.

Service Performance – Success Factors

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

Service Performance – Balanced Scorecard (April to June 2023)



Measure	Quarter Totals Q3 2022	Quarter Totals Q4 2022	Quarter Totals Q1 2023	Quarter Totals Q2 2023	Commentary
Red KPIs (Serious and Severe and Service Threshold KPI Failures)	1	4	0	0	
Amber KPIs (Minor KPI Failures)	5	8	5	4	Apr, May & Jun- KPI25 - Production of Impact Assessments May - KPI02 - Time to resolve a Severity 2 Service Incident < 8 Hrs in relation to issues at Glendinning and Burnfoot Primary Schools.
Green KPIs (Target Performance Level Met)	72	66	73	74	
Service Points accrued	6	15.5	3.5	2.5	
Service Credits accrued	7	29.5	8.5	5.5	
Repeat KPI Failures	1	3	1	1	
KPI Service Threshold Failures	0	0	0	0	
Service Points accrued (to date in the current Contract Year)	15	27.5	28	27.5	Service Points Accrued YTD (Apr 23 - Jun 23)
Service Credits deducted (to date in the current Contract Year)	31	48.5	48	50.5	Service Points Accrued YTD (Apr 23 - Jun 23)

Service Management – Quality Levels

Service Management

Measure	Quarter Totals Q3 2022	Quarter Totals Q4 2022	Quarter Totals Q1 2023	Quarter Totals Q2 2023	Commentary
Complaints received in month	0	0	0	0	
Breaches of Security in month	0	0	0	0	
BCDR Events in the month	0	0	0	0	
Emergency Bunker Events in the month	0	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 baseline is reviewed on monthly basis.
No. of updates carried out in month	5	10	10	10	Revenues & Benefits (4), Elector8 (1), AVD HL1 (1), Uniform (2), Servitor BusinessObjects (1), Routewise (1)
No. of upgrades carried out in month	2	6	5	3	Revenues & Benefits (1), SystemsLink (1), Revenues & Benefits QueryView (1)
No. of releases not compliant with Release Management Protocol	0	0	0	0	
No. of items procured from Service Catalogue	2688	2189	2361	2240	

Service Management – Continuous Service Improvement

Continual Service Improvement

Measure	Quarter Totals Q3 2022	Quarter Totals Q4 2022	Quarter Totals Q1 2023	Quarter Totals Q2 2023	Commentary
Continuous Service Improvement proposals submitted to the Authority for consideration, per quarter	8	8	20	7	
Continuous Service Improvement proposals submitted to the Authority and implemented, per annum	12	7	8	7	Inspire Yearly Process, MyIT - New User Process Update, Operational Change Process, Inspire Caching Server redesign, Xerox print process reviewed and weekly meetings, Escalation process.

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 Apr 22 - Mar 23
KPI05	P1 Application Availability – See Section 1.3	99.90%	12	12	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	Apr-23	May-23	Jun-23
KPI05	P1 Application Availability – See Section 1.3	99.90%	100.00%	99.96%	99.99%
KPI06	P2 Application Availability – See Section 1.3	99.50%	100.00%	100.00%	100.00%
KPI07	P3 Application Availability – See Section 1.3	99.50%	100.00%	100.00%	100.00%

Community Benefits



CGI in the Community

CGI are proud sponsors of the Southern Knights and Melrose 7s for 2023



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To mark the National Armed Forces Reserves Day (21 June) Ewan Elder (Veteran's Lead for the Uniformed Services Network and member of the East Metro) joined SBU President Tara McGeehan and SDI BU Lead Neil Timms, and other members of the Uniformed Services Network to mark the day in the Reading office. The gathering of members from all over the SBU included CGI veterans, currently serving reservists, special constables and allies. During the gathering the team heard from Tara and Neil about the important role our Uniformed Services members fulfil at CGI and the steps CGI will be taking to support the community going forward, including re-signing the Armed Forces Covenant. Members then enjoying a spot of curry lunch and a great opportunity to networking, in person, with colleagues from the Uniformed Services Network. If anyone would like to become a member of the network, please feel free to reach out to Ewan.

CGI in the Community

We are committed to sponsoring 5 teams nominated by SBC employees each year.

The list of teams/clubs that have already benefited:

- Gala Golf Club – Kit for team events
- Torwoodlee Golf Club – Kit for team events
- Torwoodlee Golf Club – Junior Section
- Scottish Borders Golf team
- Gala Fairydean Rovers FC
- Melrose Football Club
- Lauder Boys football team
- Gala Fairydean Rovers Juniors FC
- Gala Hotspur AFC
- Graham School of Highland Dance
- St Boswells Golf Club
- Melrose Pipe Band
- Chirnside United's U13 Football Club
- Lauderdale Archery Club
- Hawick United Amateur Football Club
- Pentland Juniors Triathletes
- Selkirk Silver Band
- Border Ladies Golf Assoc
- Hawick Harlequins Rugby Club
- Kelso Harlequins Rugby Club
- Kelso Hockey Club
- St Boswells Youth Cricket Club
- Peebles Ex-Servicemen's Pipe Band
- Gala Hotspur Football club
- Earlston HS Extra Curricular Activities
- Gala Fairydean Under 10's
- Earlston Rugby Club
- Borders Clan Rugby

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St Boswells Youth Cricket Club



Border Ladies Golf Club



Border Ladies County Golf Association

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. This has remained static since the last reporting period.

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Plan of action

Activity

- 1 Service Desk presence at Tweedbank with volumes being confirmed
- 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

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

Tweedbank
30 miles
Search

Sort by: [Distance](#) ▾

1,807 jobs in Tweedbank + 30 miles

Commute time ▾

Where do you start from?

Maximum commute

min

How do you travel to work?

Locations ▾

Popular searches nearby ▾

Galashiels 5345

Hawick 5625

Salaries ▾

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

PREMIUM **NEW**

Director (Business Growth - Healthcare)

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](#)

☆

PREMIUM **NEW**

Solution Architect

CGI

Tweedbank, TD1 Recently

Competitive

At CGI, our **Solution Architects** are trusted to work closely with a wide range of clients on exciting ... [more](#)

☆

PREMIUM **NEW**

Data Engineer

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](#)

☆

PREMIUM **NEW**

Senior Software Engineer (Java)

CGI

Tweedbank, TD1 Recently

Competitive

We are looking for excellent creativity and enthusiasm for real-world problem solving in our Softw...

☆

NEW

Support Worker - Waverley Residential Home

☆

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

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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