

# CGI Executive Performance Review / Major Contract Review SBC

March 2022



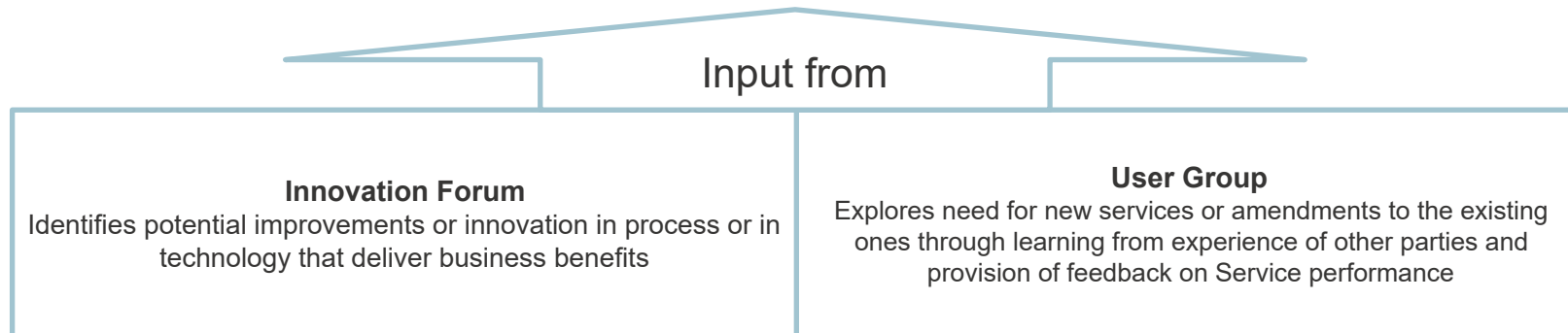
## Agenda

1. Governance	3
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# Governance

Governance is a joint responsibility and delivered through the partnership charter

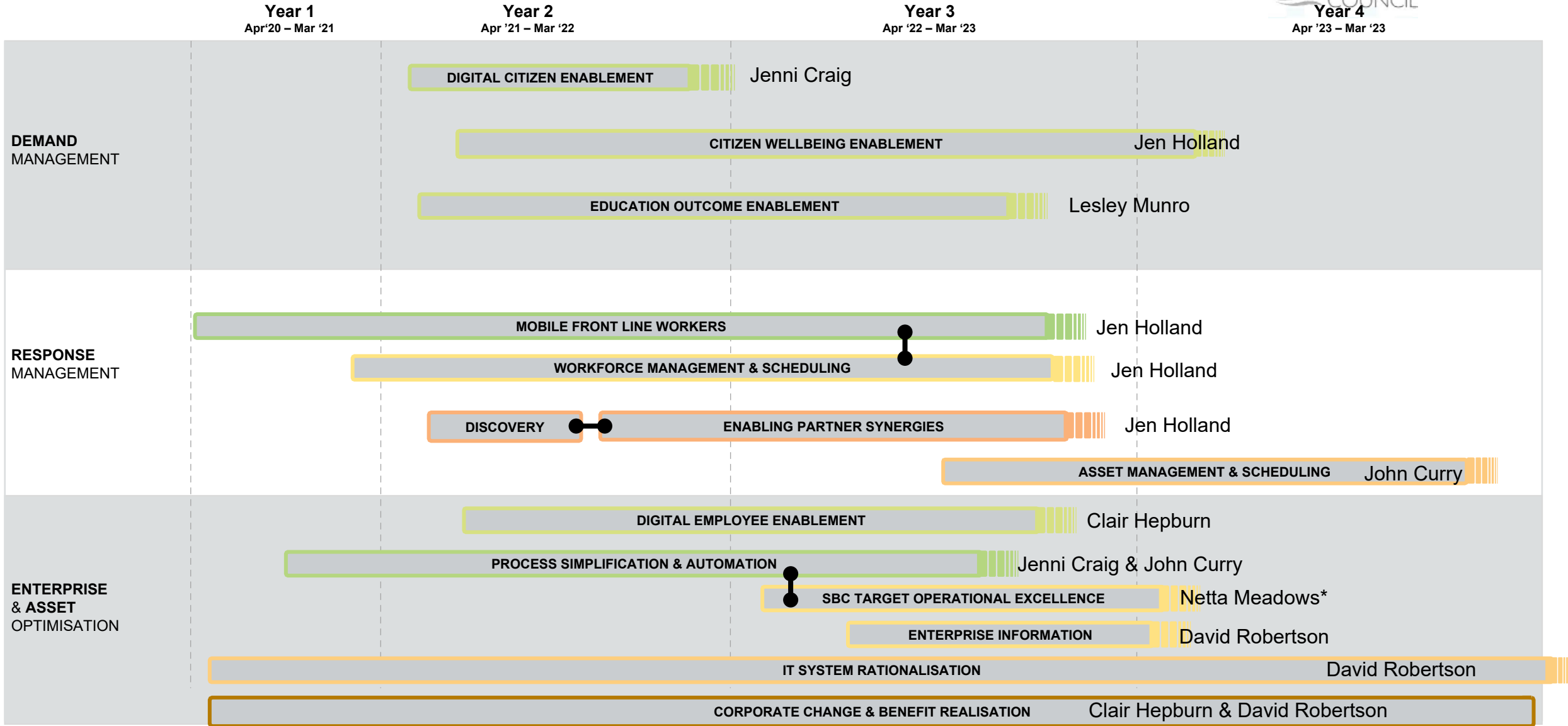
Governance	2018				2019				2020				2021				Purpose
	January to December				January to December				January to December				January to December				
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
<b>Executive Review Board</b>	G	G	G	n/a	G	G	A	A	G	G	G	G	G	G	G	G	Monitor joint performance against Partnership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



# Transformation Programme

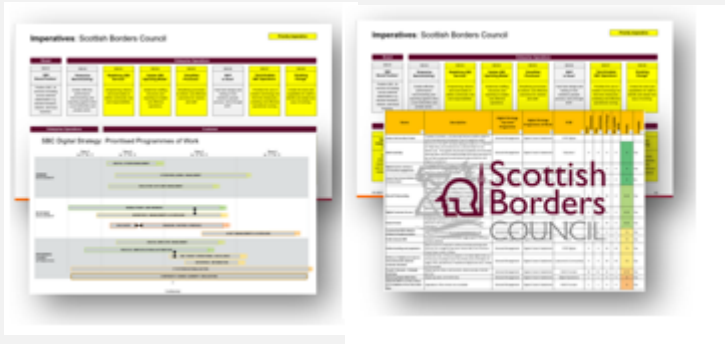


# SBC Digital Strategy: Programmes of Work & Sponsors



\*Ownership to be confirmed

# Progress to date and our next steps



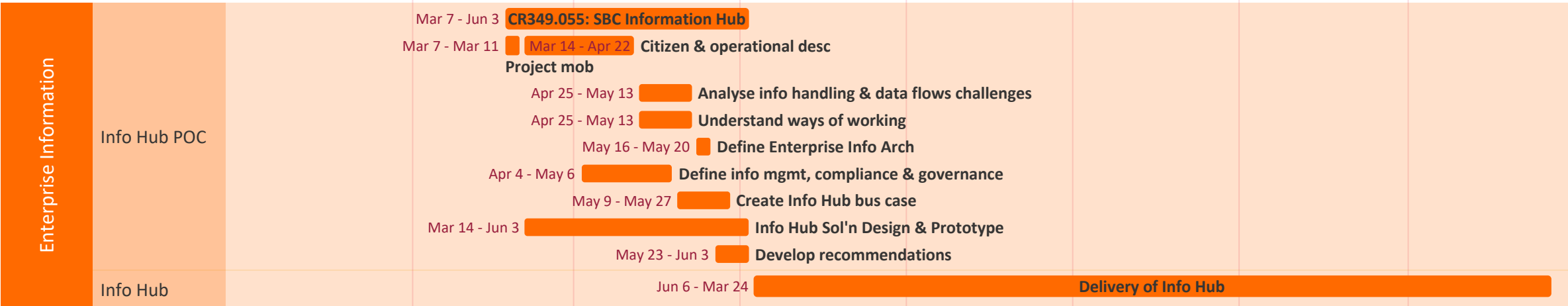
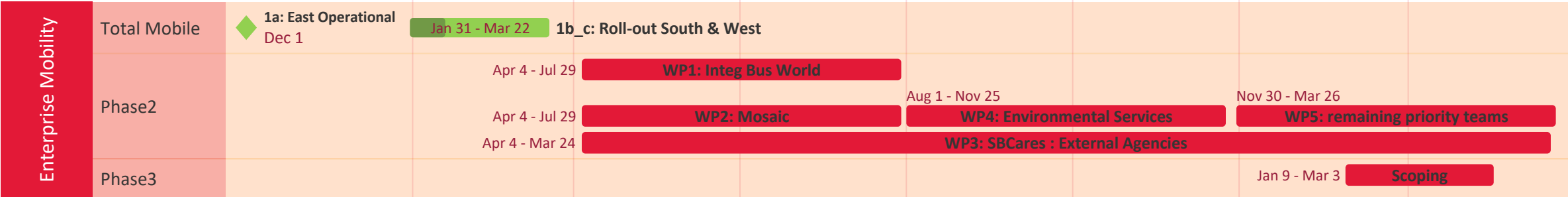
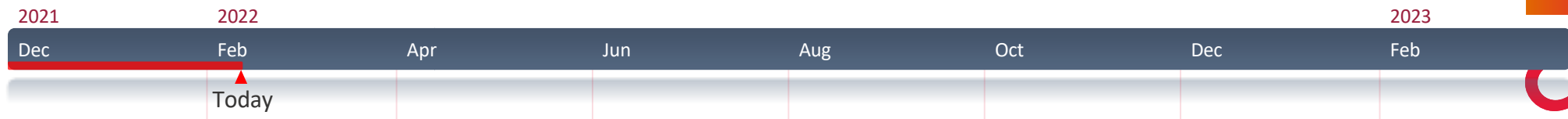
SBCares



	<b>WORK PACKAGES</b>	
<b>Enterprise Mobility*</b> (WORKFORCE & CITIZEN)		
<b>PROCESS SIMPLIFICATION &amp; AUTOMATION</b>		
<b>ENTERPRISE INFORMATION</b>		

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

# Transformation POAP





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



# Transformation Projects Overview

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

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

# Transformation Projects Overview II

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

# Service Delivery



# Service - Latest Quarter Highlights

## Successes

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

## Challenges

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

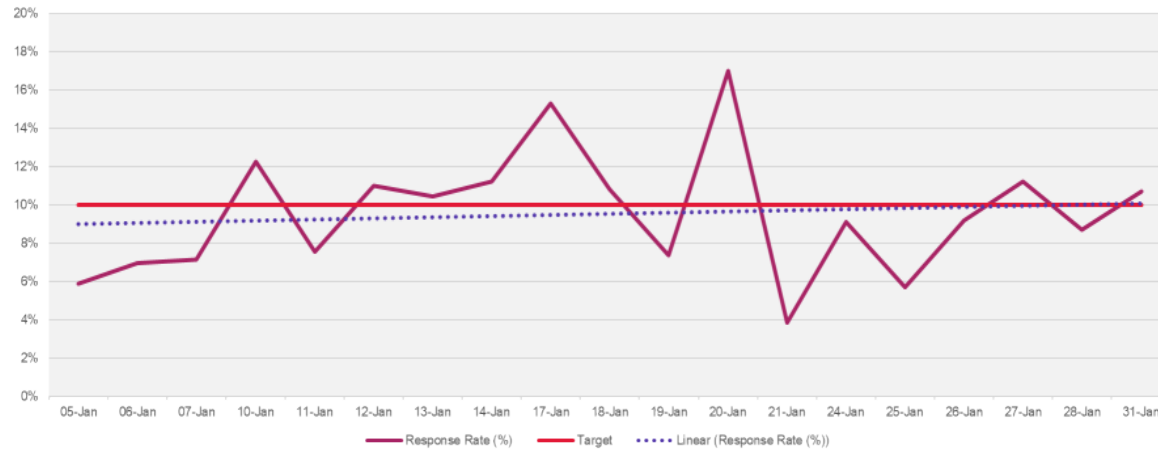
# Service – Happy Signals Pilot

## Background

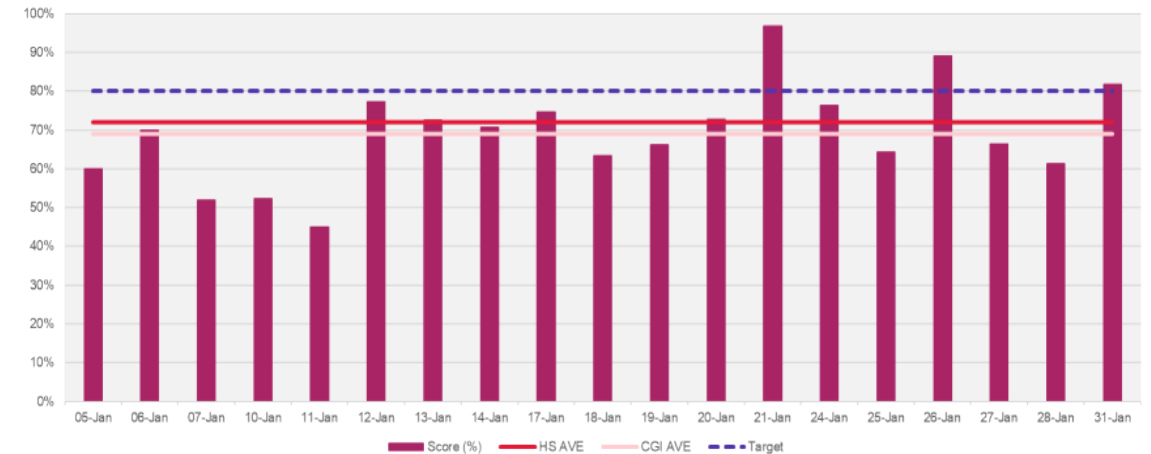
- In October 2021 CGI launched the pilot of Happy Signals – A new and improved tool for the collection of User Feedback.
- Over the following 4 months, detailed user feedback has been collected and analysed identifying a program of 26 Service Improvements – 6 items are complete with the remaining 20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

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

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



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

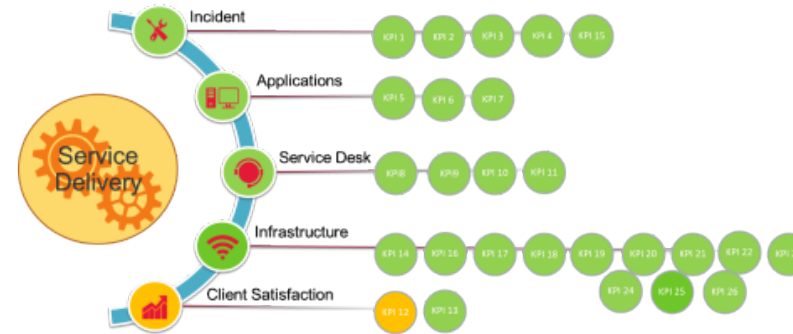


# Service Performance – Success Factors

## KPI & SPI Performance Management

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

## Balanced Scorecard (January 2022)



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

# Service Management – Quality Levels

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



# Service Management – Continuous Service Improvement

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



# Applications Management -

## 77 Business Applications Managed and Supported

### Priority 1 [21 Applications]

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

### Priority 2 [20 Applications]

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

### Priority 3 [36 Applications] including

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

## Application Management

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

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

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

# Commercial and Contract Overview



# Borders CGI Members & Recruitment

- **Tweedbank Update**

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

- **Team Update**

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



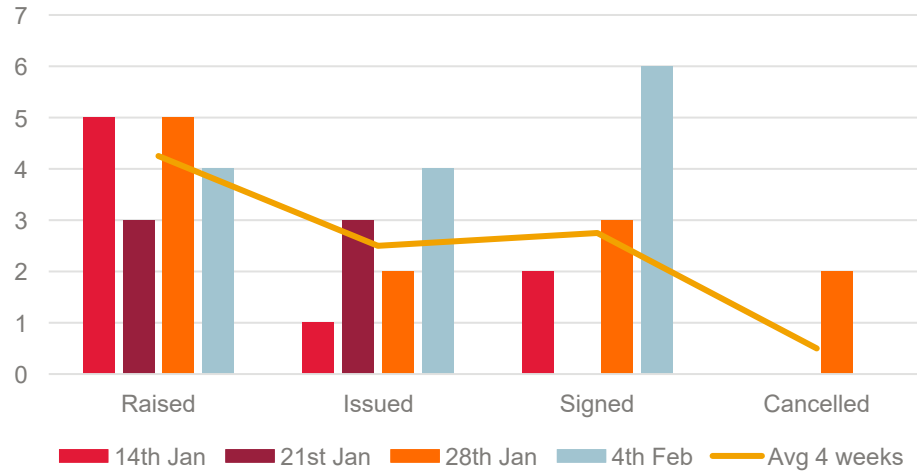
# Contract Reporting

Contract reporting enables governance and partnership

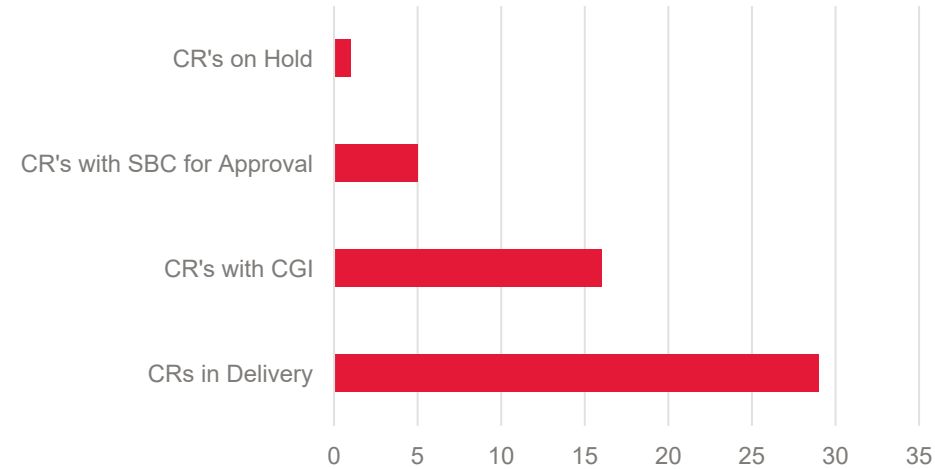
Contract Report		When provided	Description	Current Period Performance
<b>Contract Report</b>	<b>Amendment</b>	Within 1 month of a Material Change being agreed between the Supplier and the Authority.	An updated Financial Model to reflect a Material Change	✓
<b>Monthly Financial Report</b>		<p>Within 15 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
<b>Quarterly Contract Report</b>		Within 1 month of the end of each Quarter.	Quarterly updates to the Financial Model	✓
<b>Annual Contract Report</b>		Within 1 month of the end of the Contract Year to which that report relates.	Updated Financial Model (to be certified by CGI CFO)	✓

# Change Management

All CR's Status 4 weeks w/e



T34 BAU Change Status 08/02



## CR's requested by SBC under change SLA

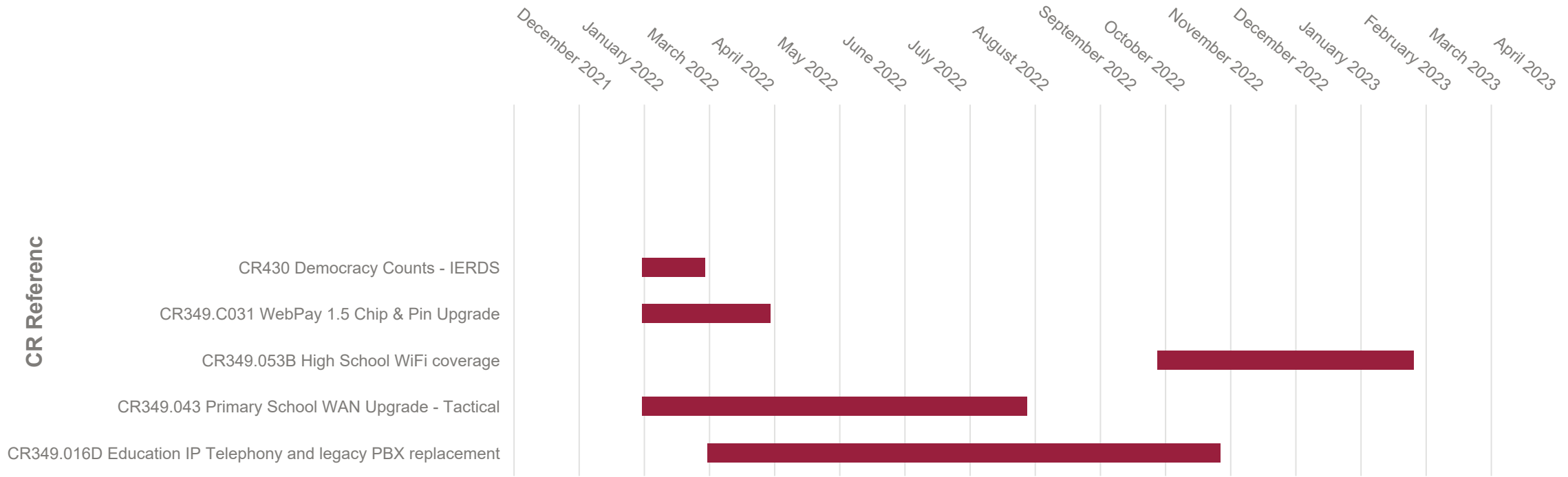
Jan-22

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

**100% achieved**



# BAU Change – Pending Approval delivery timescales



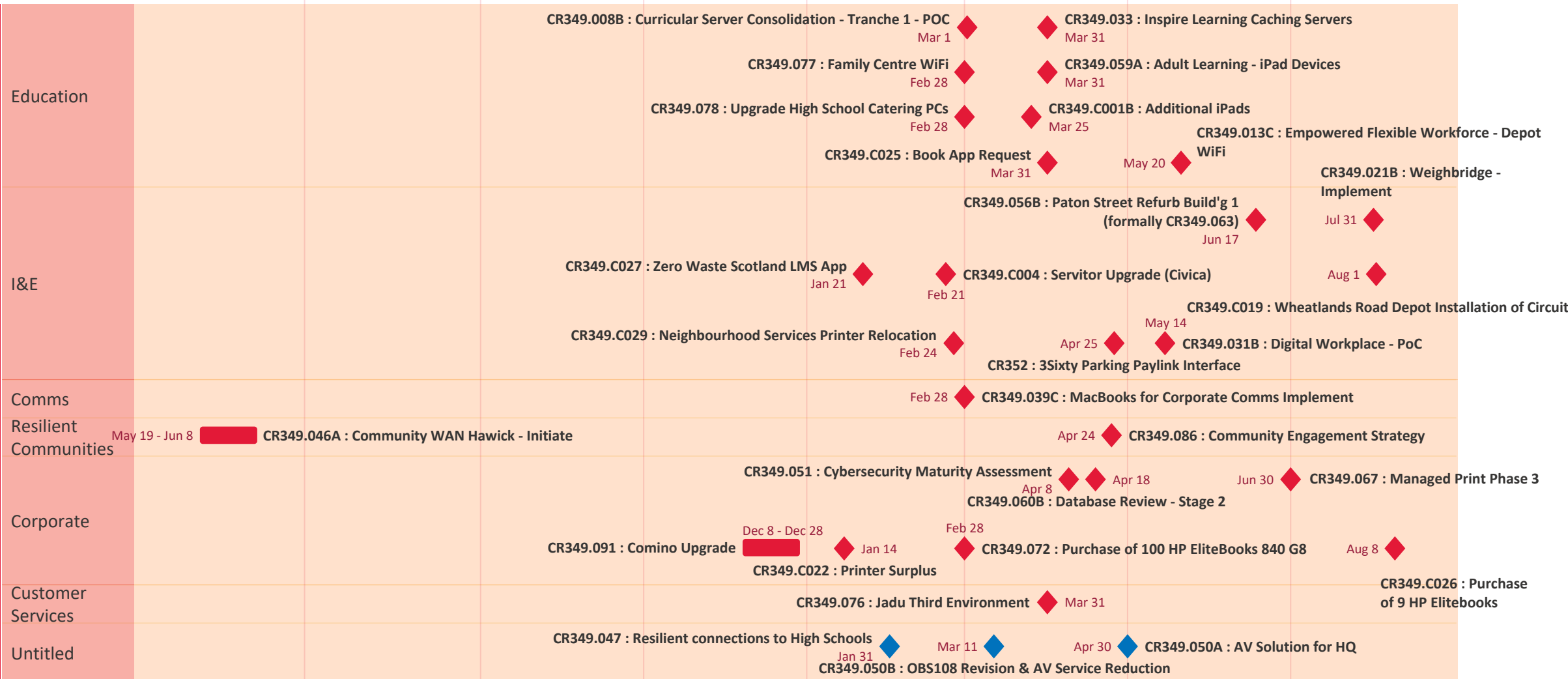
!As with SBC Timescales to delivery once approved

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

# BAU Change in delivery Feb 2022 estimated completion dates



BAU change





**Thank you**



# Supporting Information



# Relationship Governance

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

**Quarterly Reviews**  
 Senior Stakeholder attendees:

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

**Annual Strategic Review**  
 Executive Stakeholder attendees:

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

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

The Annual Review will include Executive representation from both organisations.

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.

**Monthly Performance Review**  
 Stakeholder attendees:

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

**Service;**  
 Nick Byers – SBC  
 Jonathan Scully – CGI

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

**Weekly Team Meeting**  
 Stakeholder attendees:

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

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

# Glossary

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

# Glossary

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

# Glossary

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

# Glossary

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