

## **CGI CONTRACT PERFORMANCE**

### **Report by Director – Strategic Commissioning & Partnerships**

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## **MAJOR CONTRACTS GOVERNANCE GROUP**

**1 March 2022**

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### **1 PURPOSE AND SUMMARY**

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

### **2 RECOMMENDATIONS**

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

### 3 BACKGROUND

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

### 4 MAIN REPORT

#### 4.1 Governance

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

#### 4.2 Transformation Projects

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

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

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

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

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

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

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

#### **4.3 Key Performance Information**

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

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

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

#### **4.4 Service Delivery**

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

#### **4.5 Risks and Escalation**

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

#### **4.6 Change Management**

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

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

#### 4.7 **Jobs Created**

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

## 5 **IMPLICATIONS**

### 5.1 **Financial**

There are no financial implications relating to this performance report.

### 5.2 **Risk and Mitigations**

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

### 5.3 **Integrated Impact Assessment**

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

### 5.4 **Sustainable Development Goals**

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

### 5.5 **Climate Change**

There is no direct impact on Climate Change.

### 5.6 **Rural Proofing**

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

### 5.7 **Data Protection Impact Statement**

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

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

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

## 6 **CONSULTATION**

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

**Approved by**

**Name**

**Jen Holland**

**Job Title**

**Director – Strategic Commissioning & Partnerships**

**Author(s)**

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**Background Papers:**

**Previous Minute Reference:** Major Contracts Governance Group – November 2021

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

Contact us at Jen Holland, [Jen.Holland@sbcares.co.uk](mailto:Jen.Holland@sbcares.co.uk)