CGI CONTRACT PERFORMANCE

Report by Director – Strategic Commissioning & Partnerships

EXTERNAL SERVICES/PROVIDERS MONITORING GROUP

20 September 2022

1 PURPOSE AND SUMMARY

1.1 This report presents key information with respect to the CGI contract for the first two quarters of 2022 and key updates on performance to date, recognising quarter 3 has not concluded. It provides 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 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 over Quarter 1,2 and updates since Q2 noting Q3 has not concluded in 2022.**

   c) **Approve the amended format of the report in line with recommendations from Members at the previous Committee meeting.**

   d) **Note the monitoring of the Social Work Pathfinder overview is remitted to the External Services/Providers Monitoring Group. (ESPMG).**

3   BACKGROUND

3.1   The contract to outsource the former Council IT service was signed between CGI and SBC in 2016. Service commenced in October 2016 and the Contract was subsequently amended and extended in 2020 following a series of member briefings and two reports to Council. A new programme of IT transformation work was agreed between the parties as part of this contract extension.

3.2   This report presents information with respect to the performance of the revised CGI contract over the first and second quarter of recognising quarter 3 has not concluded for 2022. 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) issues associated with Contract Management.

4   MAIN REPORT

4.1   **Governance**
The paper reports on actions from previous meetings of the Major Contracts Governance Group (MCGG) (now External Services/Providers Monitoring Group (ESPMG)) and status 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. These are all "green" during Q1 and Q2 and for Q3 excluding the reporting to ESPMG as this had not been held at the point of issuing of this report.

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. Key imperatives of the strategy outcomes are provided.

The report highlights the approval of the Social Work Pathfinder by the Elected Members on 25 August 2022 and the remit for progress review being remitted to the External Services/Providers Monitoring Group (ESPMG), incorporating:

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

The report provides an overview of the roadmap of initiatives in the transformation programme and the focus areas within each strategic area.

Detailed Information is provided in Appendix 1 Slide 10 with respect to the multiple projects 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.

Five projects have been completed since the last report with one due to complete this month – all are highlighted as A/B with recognises that are complete but were delivered late.

Three projects have a RAG status of RED with Macbooks due to be completed in the month of September 2022 and two remaining delayed due to outstanding projects; the depot WiFi project is due to delays in kit which is being progressed and the remaining red project of digital customer access delayed predominantly due to data failure in upload from a third party supplier, additional specialist resource has been deployed. Of the 7 projects with an amber status three are proposed for completion within September 2022, two are programmed for completion in October 2022, one is now part of the wider pathfinder transformation programme and the EDMS legal system project requiring further discussion with the service regards next steps due to failed tender bid.

The Techforge cloud project and systems integration is on hold until further discussion with ERP system owner.

4.3 **Key Performance Information**
Information is provided with respect to the key deliverables of the contract across 71 performance measures. Slide 13 notes 2 red (Serious and severe service failures) KPI targets over Q2. These relate directly to a P1 failure with our Business World System. Five amber failures are also noted on the slide.

A number of successes are detailed on slide 12 including the successful summer programme of Inspire I-pad build and distribution, ongoing works on a full disaster recovery testing project, the Xerox Improvement Plan and Cache Servers projects. In addition, the implementation of an escalation process for the service desk and password change notifications in advance has been successfully deployed. A number of challenges are being dealt with including issues with the Lync system in the Council's Paton Street office with a specialist team now deployed. Network and Wi-Fi issues are impacting at Jedburgh Campus again with a dedicated team deployed; this has resulted in identification of errors within the build network cabling which are being remedied. CGI are working with all schools to understand WiFi related challenges to implement a remediation plan.

4.4 **Service Delivery**
Turning to service delivery, there were no key performance failures during May, June or July 2022.

4.5 **Change Management**
As requested at the previous meeting, a graph is provided detailing the Change Status of each Impact Assessment with 9 on hold, 23 with CGI, 5 with the council for review and 1 awaiting final costs to go forward to council for approval

4.6 **Tweedbank Update**
The Tweedbank CGI office opened on 8 August with an official opening date planned for October 2022

4.7 **Jobs Created**
CGI has 67 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 with a recruitment campaign launched. As requested at the previous meeting of the Major Contracts Governance Group on 21 June 2022, on Slide 23 monitoring of recruitment against the contractual targets set out in the agreement with CGI is detailed.

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**
The creation of the roles envisaged by the contract as set out in paragraph 4.7 will help to sustain the Borders Economy.

5.5 **Climate Change**
This report is a routine monitoring report and as a result the checklist on Climate Change is not an applicable consideration.

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 content of 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 availability of key performance data has meant 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 were consulted

after the publication of this paper and any comments received will be reported verbally to the meeting.

Approved by

Name   **Title**
Jen Holland   **Director – Strategic Commissioning & Partnerships**

Author(s)

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Background Papers: [insert list of background papers used in compiling report]
Previous Minute Reference: Major Contracts Governance Group – 21 June 2022

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