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## **CGI CONTRACT PERFORMANCE**

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

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### **EXTERNAL SERVICES/PROVIDERS MONITORING GROUP**

**29 November 2022**

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#### **1 PURPOSE AND SUMMARY**

- 1.1 This report presents key information with respect to the CGI contract for the first three quarters of 2022 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 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 I recommend 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 3 and updates since Q4 noting Q4 has not concluded in 2022.**

### **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 three quarters of 2022 recognising quarter 4 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 into 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) 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. These are all "green" during Q1, Q2 and Q3 and unmarked for Q4 as ESPMG had not been held at the point of issuing of this report.

#### **4.2 Transformation Projects**

Slide 7 provides 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 9 and 10 provide the high level plan including the timelines to June 2023 for both the Enterprise Mobility Programme and the Council Information Hub programme including timelines and milestones which will be monitored and reported to Committee quarterly.

In addition, Slide 11 provides the future digital roadmap and focus areas under each initiative. Work is commencing to further define the scope and delivery for each transformation area including partnership working with Borderlands and Scottish Government particularly in relation to connectivity.

Slide 12 and 13 provide status of Key Projects, Slide 12 with regards Applications and Slide 13 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.

With regards Applications, three projects have been completed since the last report and two projects scoped for completion in November. One project is on hold Tech Cloud Forge and two projects are currently Amber with further works being scoped to progress.

In relation to Infrastructure, of the eleven projects detailed, three are RAG assessed as GREEN, four projects are amber and four projects are red. Of the red projects three of the projects are impacted by third party supplier pressures with works being prioritised between SBC and CGI. The remaining red status will be resolved through an infrastructure upgrade to the firewall back up w/c 14 November. Of the four projects with an amber status the Primary WAN is awaiting a BT survey, the AV installation in HQ is awaiting service acceptance testing to close out, the Lync decommissioning is awaiting the aforementioned infrastructure upgrade and the family WiFi rewrite a call with external parties is planned for 15 November to resolve.

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

Information is provided with respect to the key deliverables of the contract across 71 performance measures. Slide 16 notes 1 red (Serious and severe service failures) KPI targets over Q3. This relates directly to user satisfaction and % below performance requirement.

Key successes and challenges are detailed on slide 16 including under successes call dropping ay Paton Street, implementation of MYIT tools for service users and Inventor App upgrade deployment in Education services. A number of challenges are being dealt with including network / WIFI Issues in High Schools. The most prevalent has been at Jedburgh High School which after specialist review has seen some configuration works and cabling changes due to errors. As a result CGI are now working with other schools to identify WIFI issues and working towards remediation. Issues experienced on firewalls in primary datacentre affecting resiliency capability is a key issue. Work is being undertaken with expert supplier on issue and new firewalls ordered and due to be installed w/c 14 November.

#### 4.4 **Service Delivery**

Turning to service delivery, there were no key performance failures during August, September and October.

#### 4.5 **Communities**

Community benefits are highlighted in slide 24 and 25 highlighting sponsorship in place across Borders key events, CGI river clean and notes the CGI Cyber Escape experience is returning to the Borders in 2023. A number of teams / clubs are also sponsored and CGI are seeking to sponsor more teams.

#### 4.6 **Tweedbank Update**

The Tweedbank CGI Office officially opened on 4 November 2022.

#### 4.7 **Jobs Created**

CGI currently employ 67 members that live in the Borders region and have circa 101 members working on Borders Council deliverables. Against the 125 target. The following is the plan for moving forward.

- Targeted Recruitment – Borders Recruitment Campaign being launched
- All roles in UK allowing remote working being promoted in Borders
- All Scotland roles actively promoting Borders region
- Actively engaged with organisations such as Codeclan re: retraining options
- Actively engaged with Skills Development Scotland
- Working with recruitment team to increase level of Borders region applicants
  - *1% of Applicants to Scotland open roles from Borders region*

## **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**

The 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 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**

**Title**

**Director – Strategic Commissioning & Partnerships**

**Author(s)**

Name	Designation and Contact Number
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**Background Papers:** [insert list of background papers used in compiling report]

**Previous Minute Reference:** External Services/Providers Monitoring Group – Sept 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.

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