
CGI CONTRACT PERFORMANCE

Report by Director – Strategic Commissioning & Partnerships

EXTERNAL SERVICES/PROVIDERS MONITORING GROUP

7 March 2023

1 PURPOSE AND SUMMARY

- 1.1 This report presents key information with respect to the CGI contract for the full year 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 **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 the full year 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 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 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. These are all "green" during Q1 Q2 Q3 and Q4 to end December 2022.

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 8 provides high level status of the transformation to date and slide 9 and 10 provide the high level plan including the timelines to August 2023 this is movement from indicative June 2023 date due to detailed project planning of workstreams for both the Enterprise Mobility Programme and the Council Information Hub. The detailed plans will be monitored as part of the Digital Transformation Board and reported to this committee.

In addition Slide 11 provides the future digital roadmap and focus areas under each initiative. Detailed work has been carried out by the Council Management Team to prioritise all current proposals for transformation works based on a detailed list of principles and outcomes. All future digital proposals will be considered through this process to ensure strategic alignment and ensuring allocation of resources.

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, two projects have been completed since the last report. Two projects are on hold Tech Forge Cloud and Legal EDMS with two projects currently Amber both delayed one due to connectivity issues with CGI currently working to progress and one due to HLD delays.

In relation to Infrastructure, of the eleven projects detailed, three have completed since the last report, two are RAG assessed as GREEN, four projects are AMBER and two projects are RED. The two red project are projects are impacted by third party supplier pressures with Paton Street near completion with works being prioritised between SBC and CGI. Of the four projects with an amber status the Mac Book deployment was delayed due to the firewall works and is now progressing, the Primary WAN 36 of the 43 sites are now surveyed with the remaining seven sites awaiting a BT survey, the Lync decommissioning four of eight changes implemented and next changes scheduled 9th March 2023. Lastly Family WIFI rewrite is concluded in all but one site and a potential solution is being reviewed

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 Q4. This relates directly failure to rectify service incidents within the agreed timeline. There were 4 RED KPI key performance failures during October to December and 8 Amber KPI failures for the same period

Key successes and challenges are detailed on slide 15 including under successes a reviewed change management process which is being trialled and work is being undertaken to streamline further along with a service desk improvement plan. The Pulsant firewall issue has now been identified and the third party provider are working to rectify. The service desk has seen significant amounts of incidents and work orders over August and September which has resulted in a backlog this has seen 2 severe incidents, 1 Serious and 2 minor SLA failure. The backlog was cleared at the end of 2022 and rectification plan submitted to SBC

4.4 Service Delivery

Turning to service delivery, during January 2023 P1 and P2 application availability has been AMBER below the 99.9% target at 98.99% for both

4.5 Change Management

Slide 22 and 23 details the Change requests submitted to CGI which have not received Impact Assessments within the required timeline of 24. A delivery team have been drafted to ensure delivery of Impact Assessments during January this has failed to be delivered to date and work is ongoing to ensure delivery in February.

4.6 Communities

Community benefits are highlighted in slide 27 and 28 highlighting sponsorship in place across Borders key events, CGI river clean and notes the CGI Cyber Escape experience returning to the Borders in February 2023. A number of teams / clubs are also sponsored and CGI are seeking to sponsor more teams.

4.7 **Jobs Created**

CGI currently employ 69 members that live in the Borders region and have circa 103 members working on Borders Council deliverables. Against the 125 target. This is an increase of 2 since the last quarter report.

CGI are working with Codeclan regards retraining in the area. In addition 43 roles are planned for recruitment including Service desk, test automation engineers, software developers, graduate apprenticeships and project delivery roles.

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 have been consulted and any comments received have been incorporated into the final report.

Approved by

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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.

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