

CGI Executive Performance Review / Major Contract Review SBC

February 2023 V1.1



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Governance

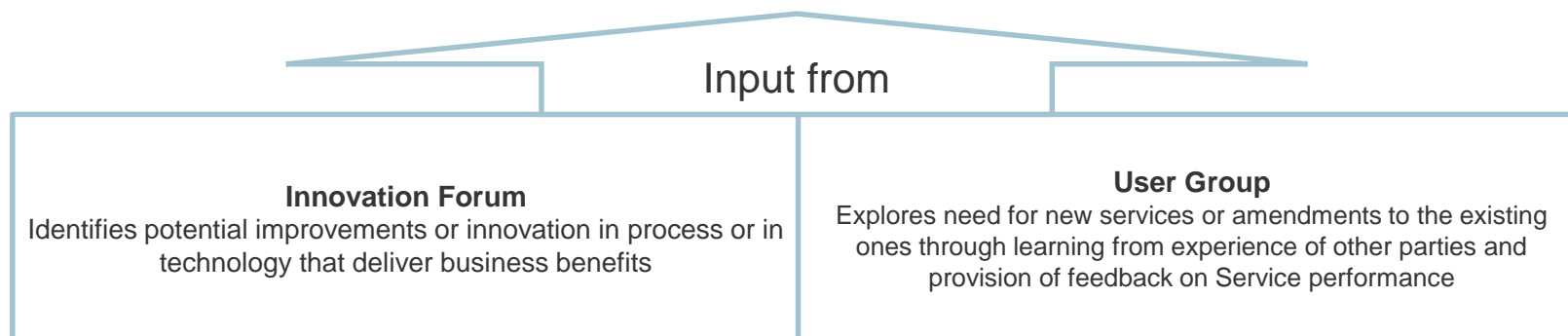
Actions from previous meetings:

Date Raised	Requestor	Description	Response	Status
	Cllr Rowley	Councillor Rowley requested that further detail was included around recruitment plans within Scottish Borders region.	Commentary added to provide more granular update.	Open

Governance

Governance is a joint responsibility and delivered through the partnership charter

Governance	2020				2021				2022				Purpose
	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Executive Review Board	G	G	G	G	G	G	G	G	G	G	G	G	Meetings monitor joint performance against Partnership Charter; future planning and service forecast; risks; business case approvals
Major Contracts Governance Group	G	G	G	G	G	G	G	G	G	G	G	G	Quarterly from Sept 2020.
Supplier Management Board	G	G	G	G	G	G	G	G	G	G	G	G	Board governs service delivery through review of all aspects of the Services delivered
Programme Boards	G	G	G	G	G	G	G	G	G	G	G	G	Board governs migration and transformation programmes ensuring change is managed appropriately for all involved to deliver successful outcomes



Transformation Programme



Progress to date and our next steps



	WORK PACKAGES
Enterprise Mobility* (WORKFORCE & CITIZEN)	
PROCESS SIMPLIFICATION & AUTOMATION	
ENTERPRISE INFORMATION	

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

Imperatives: Scottish Borders Council

Priority imperative

Brand	Enterprise Operations						
SBC01	SBC02	SBC03	SBC04	SBC05	SBC06	SBC07	SBC08
'SBC Brand Position'	'Enterprise Benchmarking'	'Redefining SBC Services'	'Update SBC Operating Model'	'Simplified Processes'	'MVP is Good'	'Tech-Enabled SBC Operations'	'Enabling Change'
Position SBC, its services & funding across external stakeholders e.g. elected members, citizens, and local business.	Enable effective performance benchmarking and reporting against other Local Authorities and private sector.	Empowering citizens and local bodies to define community role and responsibilities.	Modernise staffing structures and reporting to enable cost effective operations.	Simplifying processes to deliver cost effective outcomes for citizens and staff.	Fast track design and testing of new solutions (people, process, tech) through MVP.	Prioritise the use of modern technology for front line employees, enabling cost effective operational running.	Create the tools and capabilities for staff to identify and adopt new ways of working.

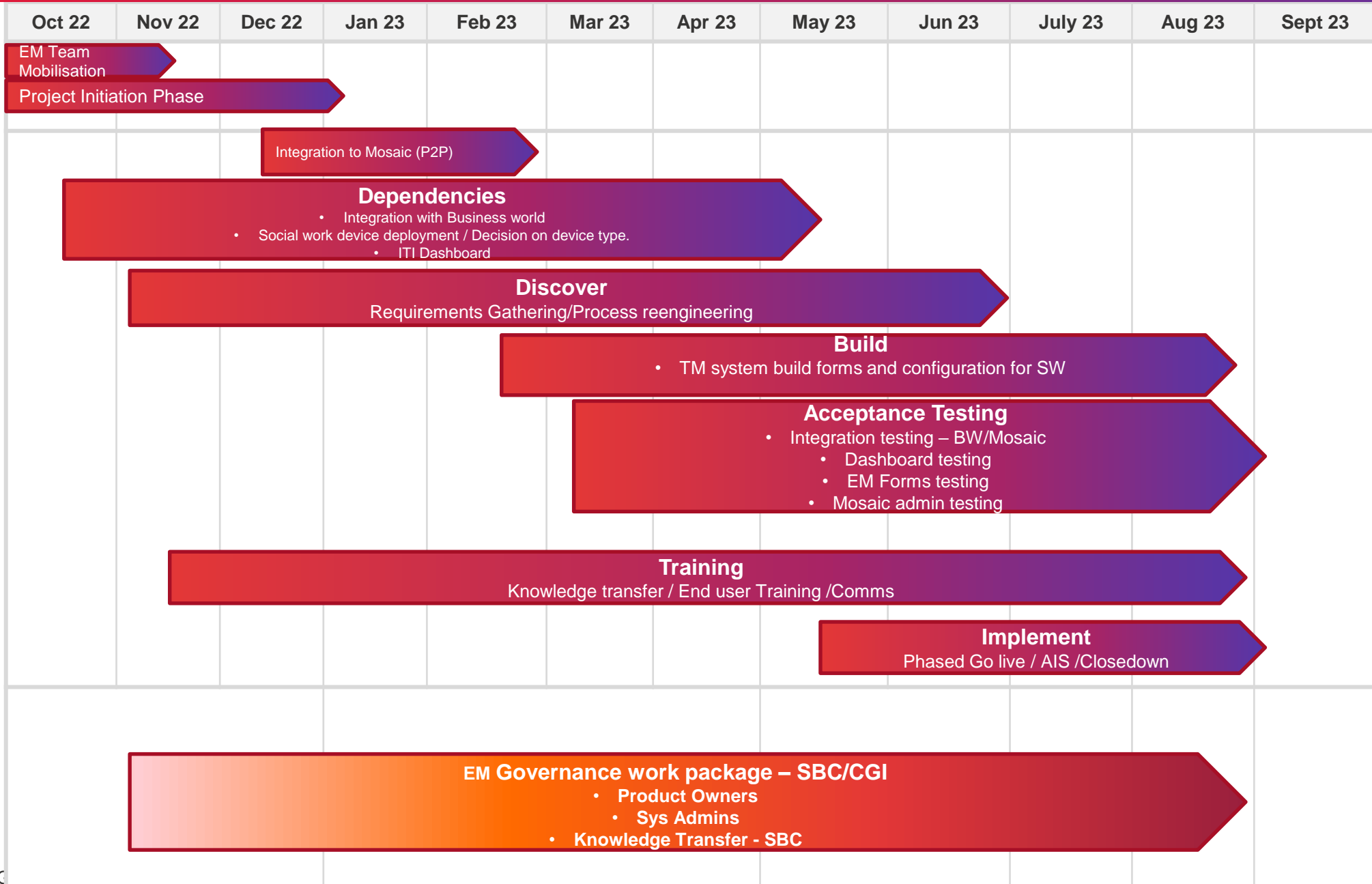
Enterprise Operations		Customer					
SBC09	SBC10	SBC11	SBC12	SBC13	SBC14	SBC15	SBC16
'Disposal of Underperforming Assets'	'Net Zero Across the Borders'	'Service Strategies'	'Citizen Service Engagement'	'Joining the Dots Across Services'	'Prevention & Early Intervention'	'Capacity Management'	'Resource Scheduling'
Dispose of underperforming assets that are not part of the Council's strategic direction.	Identify measures and behavioural change needed to realise Net Zero ambitions.	Further define strategies for relevant SBC services which will identify successful outcomes.	Reach citizens, employees, partners and elected members to engage and evolve Council services.	Improving council service provision through a holistic understanding of citizen needs.	Focus resources on prevention and targeted early intervention to reduce social care demands.	Establish a forward view of demand and supply capacity to enable effective operational running.	Create real time scheduling capability for front line operational staff and other organisations.

Transformation Status Update

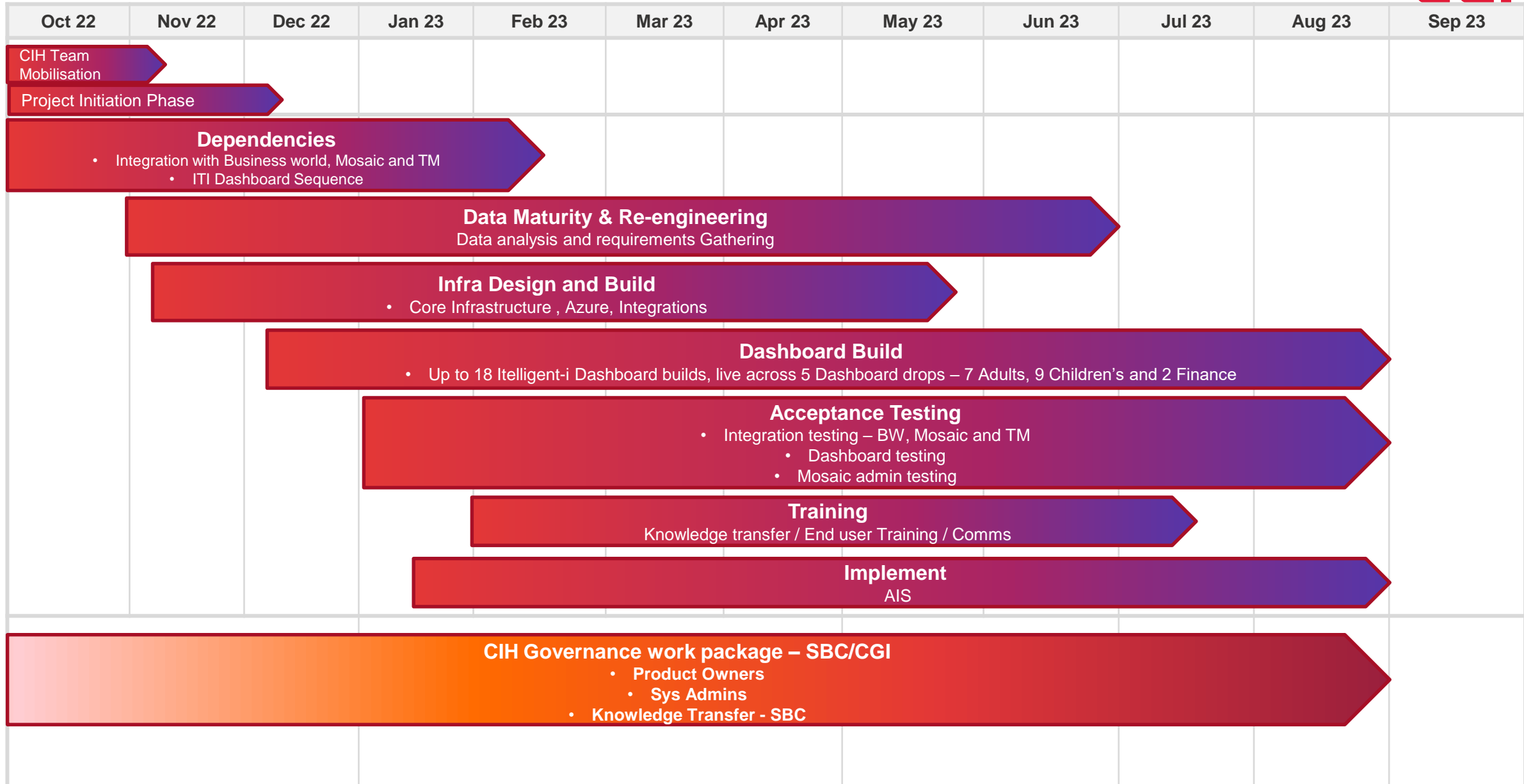
Social Work Pathfinder Programme

- The Social Work Pathfinder programme commenced on the 5 October 2022 following approval from Elected Members on the 25th August.
- Pathfinder programme to focus on Social Work with a view to:
 - Provide mobile technology to enable front line staff to capture data to populate the system when they meet with clients. This will remove the need for note taking, dictation, transcription and data entry to Mosaic.
 - Revise business processes to capture accurate data to allow the service to improve efficiency and make more informed decisions on further improvements
 - Develop a performance dashboard to provide Directors with the info they need to manage their service.
- Project Teams are now in place working across the workstreams and full progress updates will be provided to this committee.
- The baselined project plan was presented and agreed at the programme board on 31st January, the final version will be presented 14th February
Demo days have been held for devices and feedback will be presented to the programme board on 14th February.
- Work on environment design and High-level design continues.
- Initial adult assessment to-be work was presented to stakeholders on 30th Jan and was well received.

SBC Social Work Pathfinder – Enterprise Mobility high level plan – P2P Interim Solution



SBC Social Work Pathfinder – Council Information Hub high level plan



Transformation Roadmap

Sorted Ref	Sorted list	Description	Scope / Impact	Priority	
1	Digital Transformation Programme - (including Pathfinder)	Delivery of the holistic benefits of Council Information Hub, Data Governance, Process re-engineering and Enterprise Mobility	Council Wide	1	Capital T34
20	Office 365 (Closeout) - enabling the wider benefits of O365	Complete the transfer of SBC files and data from CGI hosted to the Microsoft cloud - removing CGI infrastructure costs - Supports access to shared data from front-line devices which will enable benefits out of the wider transformation programme	Council Wide	2	Capital T34
2	DCA Build out	Leverage the power of the DCA platform across all services and into external parties	Council Wide	3	Capital T34
26	Managed Mobile Device Deployment (and service)	Rollout of phones / devices to frontline staff and the service wrap to support them	Council Wide	4	Capital T34
17	Master Data Management	Enabler for data quality and workflow - matches (and updates) data between line of business and enterprise systems to support single view of the citizen across Council services - supports the Pathfinder CIH data quality and benefit realisation	Council Wide	5	Capital T34
58	Automation & Chatbots	Uses AI to complete repetitive processes and respond to queries for staff and citizens removing this workload from staff and freeing up resources to pick up the activity that AI fails to fully complete	Council Wide	6	Capital T34
7	Business World to Cloud (CGI element)	Moves BW to the cloud reducing CGI hosting costs and additional functionality. On prem BW is no longer being enhanced by Unit 4	Council Wide	7	Capital T34
37	Single Point - LocatorHub Replacement	Replacement of end of life address management solution	Council Wide	8	Capital T34
11	Notify Me proposal	Provides automated text and email	Council Wide	9	Capital T34
8	Protective Monitoring	Provides security monitoring of SBC data and systems (this is a pre-requisite for the Council Information Hub data lake)	Council Wide	10	Capital T34
10	Corporate Decice Refresh	Replacement of aged desktops and laptops for all corporate staff	Council Wide	11	Capital T34
29	Unified Comms Telephony to Teams	Replaces Lync and provides full external telephony capabilities directly in Teams	Council Wide	12	Capital T34

Summary of Key projects

SBC Change/Transformation - Applications	2023	Commentary
	w/c 06/02	
Digital Customer Access	Complete	Complete.
Tech Forge Cloud	ON HOLD	Project has a dependency on CR295 – Techforge Business World Interface. Action with SBC re: Next Steps
Intranet Migration	Complete	Complete
Legal EDMS	ON HOLD	Iken have declined to tender however they are SBC preferred solution. Discussions on way forward agreed with alternate options being undertaken.
Teams Site Migration	A / B	All acceptance testing now complete, just awaiting connectivity testing to the new Intranet via the curricular network. Curricular network testing is ongoing. CGI troubleshooting connectivity problems for glow domain users.
MS Curricular	A	This has been delayed but is now working to complete the required HLDs.
Lagan Archiving	G	Project started up and working towards completing the HLD as per IA scope.

Summary of Key projects

SBC Change/Transformation - Infrastructure	2023	Commentary
	w/c 06/02	
CR349.055b Council Information Hub Phase 2	G	On track to complete the infrastructure build by May 2023
CR349.039c Macbook Deployment	A	Changes delayed due to Firewall dependency – now resolved and work completing
CR349.043 Primary WAN	A	36/43 sites upgraded. Remaining sites awaiting BT surveys to be completed
CR349.050a HQ Audio Visual	B	Project handed into support – Project complete and closed
CR349.063 Paton Street	R	Work is ongoing jointly with SBC to deploy 3rd party contractor, however majority of items now concluded
CR 349.107 Lync 2010 Decomm	A	Project recommenced – 4 out of 8 changes completed successfully so far – next change scheduled 9/03/2023
CR349..013c Depot Wi-Fi	R	Work is ongoing jointly with SBC to deploy 3rd party contractor
CR349.049c Dept Iphones/Ipads Ph2	B	Completed Project Closed
CR349.067 Managed Print	B	Completed Project Closed
CR349.077b Family Wifi Rewrite	A	All sites complete except Kelso – original solution from Supplier can not be implemented to this site further options have been presented to SBC waiting for decision.
CR349..012 Digital Document Centre	G	IA has been updated with Revised costs and T&C's from Xerox – IA currently with SBC for approval _ project on hold till approved.

Service Delivery



Service - Latest Quarter Highlights

Successes

- A new and improved Operational change management process has been introduced in Nov allowing the service management team to have better visibility on the impact of the change/s thereby streamlining the CAB approval process.
- Service Desk improvement plan has been implemented to improve end user service experience related to mobile phone and other areas. This includes MyIT and SD templates updates.
- The root cause for the Pulsant Firewall incident has now been identified. Cisco has confirmed that they are currently working on a known bug that existed from ASA version 9.6.x.x. Cisco's development team are currently working on a fix.

Challenges

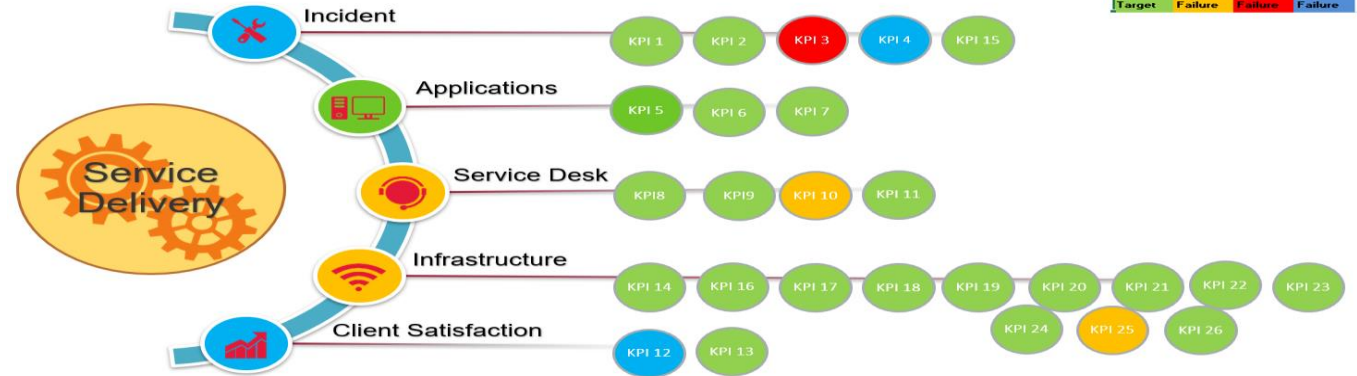
- High number of incidents and work orders reported at service desk during Aug-Sep period resulted in ticket backlog. Aged tickets were cleared over the Christmas break. However, this had a negative affect on SLA with 2 Severe, 1 Serious and 2 Minor SLA failures. A rectification plan has been submitted to SBC to recover the service performance.
- User Satisfaction KPI scored low throughout the reporting period. However, the users' response to the survey percentage has improved significantly. A Get to Green plan has been proposed based on the user feedback and necessary action are being taken.

Service Performance – Success Factors

Service Performance – Balanced Scorecard (October to December 2022)

KPI & SPI Performance Management

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



Service Performance

Measure	Quarter Totals Q1 2022	Quarter Totals Q2 2022	Quarter Totals Q3 2022	Quarter Totals Q4 2022	Commentary
Red KPIs (Serious and Severe and Service Threshold KPI Failures)	3	2	1	4	Oct 22 - KPI04 - Time to resolve a Severity 4 Service Incident < 48Hrs Dec 22 - KPI03 - Time to resolve a Severity 3 Service Incident < 24 Hrs Dec 22 - KPI04 - Time to resolve a Severity 4 Service Incident < 48Hrs Dec 22 - KPI12 - User Satisfaction, % of Satisfied End Users
Amber KPIs (Minor KPI Failures)	0	5	5	8	Oct, Nov & Dec- KPI25 - Production of Impact Assessments Oct 22 - KPI03 - Time to resolve a Severity 3 Service Incident < 24 Hrs Nov 22 - KPI03 - Time to resolve a Severity 3 Service Incident < 24 Hrs Nov 22 - KPI12 - User Satisfaction, % of Satisfied End Dec 22 - KPI10 - Service Request fulfilled as per catalogue requirement
Green KPIs (Target Performance Level Met)	75	71	72	66	
Service Points accrued	3	3	6	15.5	
Service Credits accrued	9	3	7	29.5	
Repeat KPI Failures	1	1	1	3	
KPI Service Threshold Failures	0	0	0	0	
Service Points accrued (to date in the current Contract Year)	12.5	12.5	15	27.5	Service Points Accrued YTD (Oct 22- Sept 23)
Service Credits deducted (to date in the current Contract Year)	32	30.5	31	48.5	Service Points Accrued YTD (Oct 21- Sept 22)

Service Management – Quality Levels

Service Management

Measure	Quarter Totals Q1 2022	Quarter Totals Q2 2022	Quarter Totals Q3 2022	Quarter Totals Q4 2022	Commentary
Complaints received in month	0	0	0	0	
Breaches of Security in month	0	0	0	0	
BCDR Events in the month	0	1	0	0	
Emergency Bunker Events in the month	0	1	0	0	
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	
Monthly Configuration Database update issued - yes/no	Yes	Yes	Yes	Yes	CMDB baseline is reviewed on monthly basis.
No. of updates carried out in month	30	8	5	10	Business World (2), Routewise (2), Revenues & Benefits (3), ArcGIS (1), Elector8 (1), Power BI (1)
No. of upgrades carried out in month	3	0	2	6	Revenues & Benefits (3), Housing (1), SystemsLink (1), IDOX DMS (1)
No. of releases not compliant with Release Management Protocol	0	0	0	0	
No. of items procured from Service Catalogue	0	1944	2688	2189	Work in progress to add chargeable items into Catalogue.

Service Management – Continuous Service Improvement

Continual Service Improvement

Measure	Quarter Totals Q1 2022	Quarter Totals Q2 2022	Quarter Totals Q3 2022	Quarter Totals Q4 2022	Commentary
Continuous Service Improvement proposals submitted to the Authority for consideration, per quarter	4	9	8	8	
Continuous Service Improvement proposals submitted to the Authority and implemented, per annum	4	4	12	7	

Applications Management -

77 Business Applications Managed and Supported

Priority 1 [22 Applications]

- AVD Anti-Social Behaviour
- AVD Homeless Case Management
- BizTalk
- Business Objects
- Business World ERP
- 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
- Total Mobile

Priority 2 [20 Applications]

- ArcGIS
- BACS
- Business Objects
- Confirm
- Countryside Access Management System
- FER (Forward Electronic Register)
- 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 [35 Applications] including

- AutoCAD
- Badge Maker & Door Entry
- Bentley Open Roads Designer
- Building Management System
- BACAS 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
- Power BI
- SHE Assure
- TechForge – Facilities Management
- Treasury Management System
- Vehicle Tracking
- Vubis - Libraries
- Waste Management Route Design

Service Delivery – Performance

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

Ref	Description	Target	Total No. of Months	Months KPI Met	Average Contract Performance Nov 21 - Oct 22
KPI05	P1 Application Availability – See Section 1.3	99.90%	12	11	99.90%
KPI06	P2 Application Availability – See Section 1.3	99.50%	12	12	99.90%
KPI07	P3 Application Availability – See Section 1.3	99.50%	12	12	99.96%

Ref	Description	Target	Oct-22	Nov-22	Dec-22	Jan-23
KPI05	P1 Application Availability – See Section 1.3	99.90%	100.00%	99.99%	100.00%	98.99%
KPI06	P2 Application Availability – See Section 1.3	99.50%	99.96%	99.99%	100.00%	98.99%
KPI07	P3 Application Availability – See Section 1.3	99.50%	100.00%	100.00%	100.00%	99.51%

Change Management



Summary of Key Impact Assessments in Progress

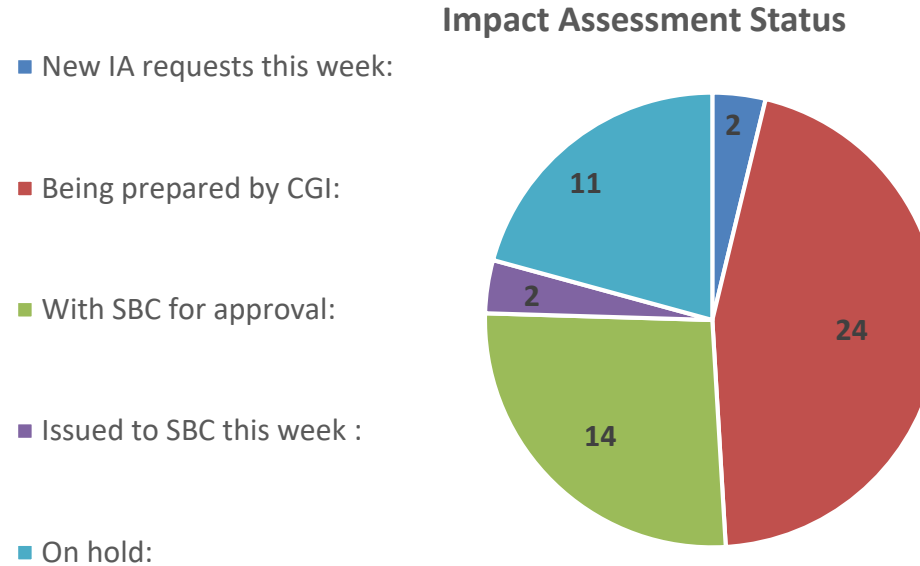
CR Number	Name	Open (Date IA Accepted)	Status
CR349.114	Peoples Network Upgrade	02/09	08/02 CR349.114B (Hardware) has been issued and request back for split model being quoted, Akaash our BA is reviewing this IA (Initiate) and alternate solutions possible, report expected back to SBC w/c 14 th Feb.
CR349.016G	Unified Comms Telephony to Teams	02/09	03/02/23 Call arranged for 13 th Feb with SBC to discuss way forward.
CR349.117	Uniform Hosted	29/09	03/02/23 Out for Internal reviews, further changes required so reviews expected to commence again w/c 6 th Feb
CR349.112	Elector8 Hosted	28/09	03/02/23 Out for further Internal reviews as solution amended, expect to issue end of w/c 6 th Feb.
CR349.131	Peebles Portacabin	25/11	03/02/23 Out of Internal SSR, expect to Issue early w/c 6 th Feb. Portacabin amended to include correct functionality
CR349.094	R2C Procure and Imp	14/01	03/02/23 completion of reviews expected now w/c 14 th Feb.

CGI placed a team to support delivery of the Complex Impact Assessments in January with the idea of progressing the output solutions quickly due to the long timescales already passed. This has taken longer than expected and lessons learned which are being used to manage process more efficiently going forward, however, all are imminent and expected to deliver IAs in February.

Overview of Impact Assessments status

Week Ending 3rd February

- New IA requests this week: 2
- Being prepared by CGI: 24
- With SBC for approval: 14
- IA with SBC but Expired: 0
- Issued to SBC this week : 2
- Approved:0
- On hold: 11
- Cancelled:0



Community Benefits



People, Human Resources & Corporate Social Responsibility



The CGI South team raised a staggering £1000 for Prostate Cancer Scotland



CGI are proud sponsors of the Southern Knights



£320 raised for Mission Christmas

CGI Escape Room Returns

People, Human Resources & Corporate Social Responsibility

CGI continue to sponsor local clubs and groups. Following our latest communication to SBC we've received a further 5 nominations

Chirnside Juniors
Football Team

Kelso Harlequins

Melrose Pipe Band

Borders CGI Members & Recruitment

- **Tweedbank Update**
 - Tweedbank Office full operational.
- **Team Update**
 - CGI currently employ 69 members in the Borders region and have 103 members working on Borders activity. We have recruited an additional 6 roles on Borders since last update in Commercial, Contracts, Project Management and Training.

We are also working with Codeclan in relation to retraining in region.

- Planned Recruitment
 - 2 x Software Developers
 - 3 x graduate apprentices
 - 4 x project delivery roles
 - 23 Service Desk members to be based at Tweedbank.
 - Visit with SBC in March to Wales Service Desk
 - 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



Borders CGI Members & Recruitment

PROPOSED SCHEDULE PROFILE	Year 0	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11	Year 12	Year 13	Totals by Organisation (including TUPE)
		By 30/09/2017	By 30/09/2018	By 30/09/2019	By 30/09/2020	By 30/09/2021	By 30/09/2022	By 30/09/2023	By 30/09/2024	By 30/09/2025	By 30/09/2026	By 30/09/2027	By 30/09/2028	By 30/09/2029	
Committed Employment	46	9	5	5	15	20	20	20	22	3	0	0	0	0	165
By the Supplier 52+ weeks															
<u>Committed Employment Target Modern Apprenticeships (Level 3 or higher) created for employment by the Supplier</u>				1	2	1	1	1	1	1	1	1			10
<u>Stretch Employment Target by the Supplier 52+ Weeks</u>								20	20	20	20	20			100
Cumulative Committed Total	46	55	60	66	83	104	125	146	169	173	174	175	175	175	175
<u>Cumulative Aspirational Total</u>								166	209	233	254	275	275	275	275



Contract Reporting

Contract reporting enables governance and partnership

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

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 EIE sessions (Best of CGI) for the benefit of sharing global expertise and learning.

Quarterly Reviews

Senior Stakeholder attendees:

- David Robertson – SBC
- Jen Holland - SBC
- Nick Byers– SBC
- Bill Edwards - SBC
- Claire Hepburn - SBC
- Lindsay McGranaghan – CGI
- John Wordsworth-Goodram - CGI
- Gary Lessels– CGI
- Paul Lockier – CGI
- Innes Davidson CGI
- Amalia Natillo - CGI

Annual Strategic Review

Executive Stakeholder attendees:

- David Robertson – SBC
- Jen Holland – SBC
- Claire Hepburn - SBC
- Lindsay McGranaghan – CGI
- John Wordsworth-Goodram- 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.

Monthly Performance Review

Stakeholder attendees:

- David Robertson - SBC
- Jenni Holland- SBC
- John Wordsworth-Goodram - CGI

Service;

- Nick Byers – SBC
- Shammy Laila Halder – CGI

Programme Delivery;

- Bill Edwards - SBC
- Jason MacDonald - SBC
- Amalia Natillo – CGI
- Paul Lockier - CGI

Weekly Team Meeting

Stakeholder attendees:

- Service;
- Nick Byers – SBC
- Shammy Laila Halder – CGI
- Programme Delivery;
- Nick Byers – SBC
- Paul Lockier– CGI
- Gary Lessels - 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

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.

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