
CGI CONTRACT PERFORMANCE

Report by Director – Strategic Commissioning & Partnerships

EXTERNAL SERVICES/PROVIDERS MONITORING GROUP

23 May 2023

1 PURPOSE AND SUMMARY

- 1.1 This report presents key information with respect to the CGI contract for the first quarter to the end of March 2023 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 in conjunction 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 contract to the end of Q1 2023.**

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 quarter of 2023. 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 in Slide 4 which details all meeting within Q1 have been held.

4.2 Transformation Projects

Slides 5-12 cover digital transformation project for the council. Slide 6 provides the high-level key actions on the digital roadmap and Slide 7 details the agreed transformation projects. Slide 9 details 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 10 provides high-level status of the Social Work Pathfinder transformation to date with this plan being monitored as part of the Digital Transformation Board and reported to this committee. Slide 11 and 12 provide the high-level plan including the timelines to August 2023.

Slide 13 provides the status of Key Projects with regard to 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.

Four projects are marked as Green RAG with Weighbridge Implementation completed and three projects completing in line with the project plan, single point, Digital document centre and the Cloud migration of the Azure App. One project is currently on hold the MS Curricular Licence, which is being considered as part of the wider curriculum modernisation. A number of projects are Amber Lagan Data, which is now progressing, Ethel App which

is currently undergoing User Acceptance testing. The following projects; Primary WAN, High School WIFI, Family Centre WIFI and Lync decommissioning are Amber due to delays which are now progressing. There are two RED rag assessed projects the MAC Book upgrade within the Communications Team and the Depot WIFI Project. An interim workaround solution is being progressed for the MAC Books urgently due to ongoing delays with a final solution being taken forward with technical experts. The Depot WIFI project is nearing completion and dependent on 3rd party contractors. Lastly two projects are RAG Blue due to delays however the Paton Street works are now completed and the 0365 Closeout is now in the initiation phase.

4.3 **Key Performance Information**

- The Key successes and challenges are detailed on slide 15 including Improvements in Chambers AV solution
- The Service Catalogue improvements are progressing

In addition, the Curricular Software packaging review has now been completed to allow correct reporting of software installations. Requests for Inspire iPad applications are now live in Service Catalogue. Corporate Password expiry date has been extended up to 180 days, improving end user experience. Activity has now commenced in regards to improvement of customer satisfaction survey with the introduction of Customer Thermometer and lastly activity has now commenced in regards to pilot implementation of Amelia, an AI Bot to improve first time fix and end user experience.

Information is provided with respect to the key deliverables of the contract across 78 performance measures. Slide 16 notes 5 AMBER service failures over Q1 of 2023. Three of the failures are due to non-delivery of Impact Assessments in-line with agreed timescales in each month of Q1. As detailed in Slide 6, increased CGI resources have now been allocated to accelerate proposal output. The user satisfaction KPI was failed in Jan 2023 and in March 2023, a Level 3 Service Incident was not resolved within the 48-hour window.

4.4 **Communities**

Community benefits are highlighted in slide 27 and 28 highlighting sponsorship in place across Borders key events including the Inspire Learning Festival 2023. A number of teams / clubs are also sponsored with an additional two within the quarter. Pizza lunches have also been introduced to encourage staff into the office and promote mental health.

4.5 **Jobs Created**

Slides 26 to 31 provide detailed information with regards CGI's recruitment campaign within the Scottish Borders. CGI currently employ 68 members in the Borders region, a reduction in total of 1 since the last update and have 101 members working on Borders activity. CGI have recruited an additional 2 roles in the Borders since last update in Project Management & Training. The recruitment is against the 146 projected target at 30/09/23 and the 166 aspirational target for the same period.

Slides 29 details the recruitment advertising and posts being recruited to within the area. Slide 31 details the plan of action to increase the

recruitment across twelve specific areas. Updates on progress will be brought back to the Committee.

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 are being consulted and any comments received will need to be incorporated into the final report.

Approved by

Jen Holland

Director – Strategic Commissioning & Partnerships

Author(s)

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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.

Contact us at Jen.Holland@scotborders.gov.uk