CGI Executive Performance Review / Major Contract Review SBC

August 2023 V1.1

Agenda

Governance

Actions from previous meetings:

Date Raised	Requestor	Description	Response	Status
October 22	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 and ongoing
February 23	Cllr Thornton-Nicol	Councillor Thornton-Nicol raised concern over Service Communications	Review of service process undertaken, and a full improvement plan is in place and being tracked. CGI will be replacing the ITSM systems Remedy which will further enable improvement initiatives to be deployed. Scottish Borders Council now has a dedicated Service Team to ensure tighter communications.	Open
June 23	Cllr Thornton-Nicol	Schools return in August 2023	All works undertaken during School holidays has been completed and tested. Ipad refresh is underway and progressing well. Additional resources allocated to account for potential uplift in calls from Teachers on return.	Open and ongoing

Governance

Governance is a joint responsibility and delivered through the partnership charter

Governance	2021				2022				2023				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		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			Quarterly from Sept 2020.
Supplier Management Board	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			Board governs migration and transformation programmes ensuring change is managed appropriately for all involved to deliver successful outcomes

Input from

Innovation Forum
Identifies potential improvements or innovation in process or in technology that deliver business benefits

User Group
Explores need for new services or amendments to the existing ones through learning from experience of other parties and provision of feedback on Service performance
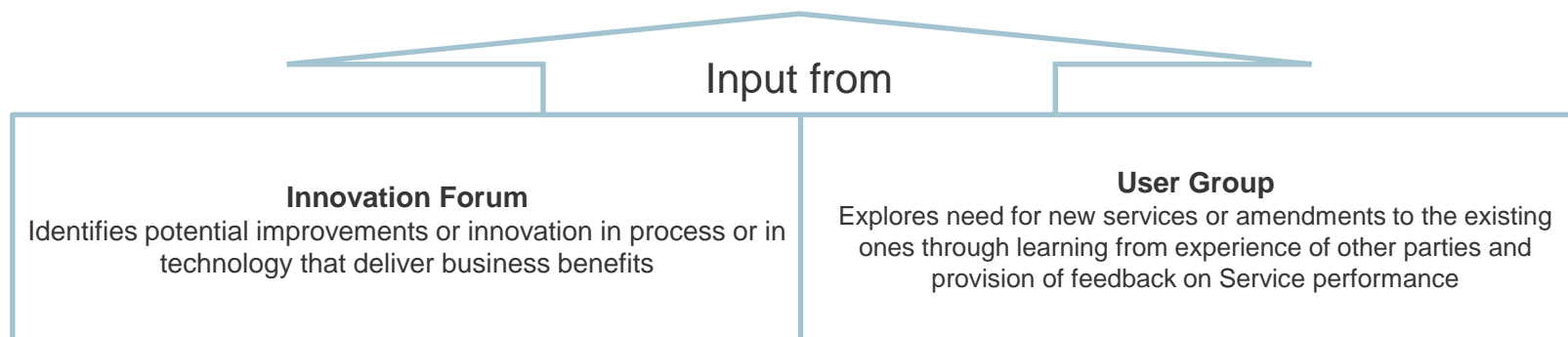
Transformation Programme

Transformation Status Update

Significant progress is being made on the Transformation priorities ensuring that the key ambitions and vision of the Council are being progressed in partnership and as a one team approach.
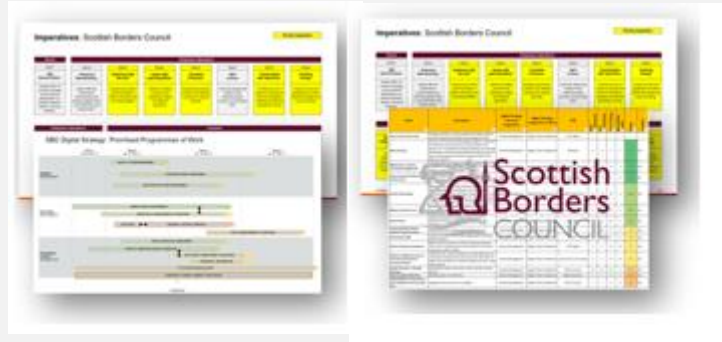
As we progress with the Pathfinder programme in Social Work we have also this reporting period worked on: -

- Engagement with Protective Services Department in relation to further Pathfinder deployment
- Agreed Digital Customer Access next phases
- Engaged wider CGI expertise to accelerate solution offerings
- Increased CGI resources to accelerate proposal output
- Engaged partners in relation to Connectivity and Wi-fi deployments

Agreed Transformation Priorities

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

Progress to date and our next steps

| Aligned to the corporate plan | Agreed the SBC strategic digital roadmap | Started to deliver strategic projects | Identify and **accelerate critical tasks** within the agreed work packages **which will deliver value** |

SBCares

Totalmobile

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

Brand

SBC01

'SBC Brand Position'

Position SBC, its services & funding across external stakeholders e.g. elected members, citizens, and local business.

Enterprise Operations

SBC02

'Enterprise Benchmarking'

Enable effective performance benchmarking and reporting against other Local Authorities and private sector.

SBC03

'Redefining SBC Services'

Empowering citizens and local bodies to define community role and responsibilities.

SBC04

'Update SBC Operating Model'

Modernise staffing structures and reporting to enable cost effective operations.

SBC05

'Simplified Processes'

Simplifying processes to deliver cost effective outcomes for citizens and staff.

SBC06

'MVP is Good'

Fast track design and testing of new solutions (people, process, tech) through MVP.

SBC07

'Tech-Enabled SBC Operations'

Prioritise the use of modern technology for front line employees, enabling cost effective operational running.

SBC08

'Enabling Change'

Create the tools and capabilities for staff to identify and adopt new ways of working.

Enterprise Operations

SBC09

'Disposal of Underperforming Assets'

Dispose of underperforming assets that are not part of the Council's strategic direction.

SBC10

'Net Zero Across the Borders'

Identify measures and behavioural change needed to realise Net Zero ambitions.

Customer

SBC11

'Service Strategies'

Further define strategies for relevant SBC services which will identify successful outcomes.

SBC12

'Citizen Service Engagement'

Reach citizens, employees, partners and elected members to engage and evolve Council services.

SBC13

'Joining the Dots Across Services'

Improving council service provision through a holistic understanding of citizen needs.

SBC14

'Prevention & Early Intervention'

Focus resources on prevention and targeted early intervention to reduce social care demands.

SBC15

'Capacity Management'

Establish a forward view of demand and supply capacity to enable effective operational running.

SBC16

'Resource Scheduling'

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 and whilst the programme progresses, a replan exercise is underway due to a mix of business and technical issues.

- 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 all Officers with the information they need..

- The Authority is currently reviewing the Children Processes to progress the To-Be stage.

- Devices (iPads and iPhones) were recently deployed to Social Workers and this was very well received with a CSAP scoring of 10 received for this activity.

- Initial training has taking place on Mosaic

Summary of Key Projects

Transformation – Infrastructure	RAG	Commentary	Current end (M/Y)
Weighbridge Implementation	G	• Project completed moving into Service	Complete
MS Curricular Licence	H	• Project on hold as linked as aligning to Curricular Modernisation activity	-
Lagan Data	A	• Project commenced. HLD in progress and then once approved will configure the subscription and build the tables in DataVerse.	November 23
Ethel App	G	• Project was completed in July	Complete
Single Point	G	• Project progressing to plan – Go Live took place on 31 July with no issues reported.	August 23
O365 Closeout	G	• Solution Blueprint being reviewed prior to work commencing on the IA	September 23
Jadu Website Upgrade	G	• Project has just commenced and lining up third party supplier	Oct 23
Digital Document Centre	G	• HLD completed and is in Review,	Nov 2023
Depot WiFi	R	• Awaiting completion of work by SBC 3rd party contractor	Aug23
MacBook's; Corporate Comms and Planning	R	• HLD for JAMF incorporation into the solution has been approved, Changes to implement have been approved by CAB scheduled rollout WC 14th Aug.	Aug23
Primary WAN	A	• Complete	June23
High School WiFi	A	• Project rollout complete, Project closure in progress	June 23
Family Centre Wi-Fi	A	• Complete	June 23
Cloud Migration Azure App Migration Feasibility	G	• Complete	May 23
Lync 2010 Decom	A	• This project was stalled waiting for CR349.015H PPP schools- now complete – Lync 2010 is now in final decommissioning stages due for completion end Aug – with power down of legacy devices scheduled WE19th Aug	Aug 23

Service Delivery

Service - Latest Quarter Highlights

Activities

- Communication to mobile phone users continues in relation to IOS compliance, thereby reducing risk to Apple device users.

- Holiday Set improvement for the out of office voice message for the SBC phone systems, no longer need Business Partner input.

- Operation Change Process improvement. Changed the process to run 2 internal CABs and 1 external CAB per week, freeing up meeting times for the Business Partners.

- MS Office to 365 pilot was successful, now being rolled out to the whole estate.

- PSN remediation progressed and certification received

- Internal testing on Amelia, automated incident management system completed. Progressing to phase 2 – pilot stage.

- Implementation of screen pop up capture for end users to confirm CMDB assets progressing

Issues

- 4 Minor KPI's missed target – improvement activities in place covering Impact Assessment SLA

- Awareness and Communication – increase in overall awareness and visibility of CGI as well as improvement of overarching processes.
  A joint Quarterly Ezine newsletter is currently being developed for distribution with all staff.
  In addition, CGI will be looking to attend SMT meetings
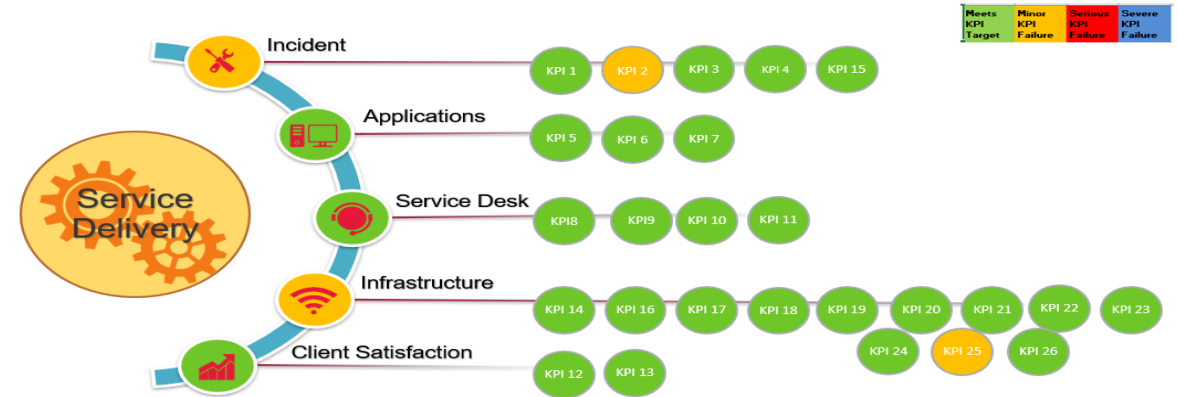
Success

- MyIT New User Form, one form to be completed instead of multiple forms.
- Service Catalogue improvements progressing well. Catalogue has been reviewed and republished on the intranet.

Service Performance – Success Factors

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

Measure	Quarter Totals Q3 2022	Quarter Totals Q4 2022	Quarter Totals Q1 2023	Quarter Totals Q2 2023	Commentary
Red KPIs (Serious and Severe and Service Threshold KPI Failures)	1	4	0	0	
Amber KPIs (Minor KPI Failures)	5	8	5	4	Apr, May & Jun- KPI25 - Production of Impact Assessments May - KPI02 - Time to resolve a Severity 2 Service Incident < 8 Hrs in relation to issues at Glendinning and Burnfoot Primary Schools.
Green KPIs (Target Performance Level Met)	72	66	73	74	
Service Points accrued	6	15.5	3.5	2.5	
Service Credits accrued	7	29.5	8.5	5.5	
Repeat KPI Failures	1	3	1	1	
KPI Service Threshold Failures	0	0	0	0	
Service Points accrued (to date in the current Contract Year)	15	27.5	28	27.5	Service Points Accrued YTD (Apr 23 - Jun 23)
Service Credits deducted (to date in the current Contract Year)	31	48.5	48	50.5	Service Points Accrued YTD (Apr 23 - Jun 23)

Service Management – Quality Levels

Service Management

Measure	Quarter Totals Q3 2022	Quarter Totals Q4 2022	Quarter Totals Q1 2023	Quarter Totals Q2 2023	Commentary
Complaints received in month	0	0	0	0	
Breaches of Security in month	0	0	0	0	
BCDR Events in the month	0	0	0	0	
Emergency Bunker Events in the month	0	0	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 bassline is reviewed on monthly basis.
No. of updates carried out in month	5	10	10	10	Revenues & Benefits (4), Elector8 (1), AVD HL1 (1), Uniform (2), Servitor BusinessObjects (1), Routewise (1)
No. of upgrades carried out in month	2	6	5	3	Revenues & Benefits (1), SystemsLink (1), Revenues & Benefits QueryView (1)
No. of releases not compliant with Release Management Protocol	0	0	0	0	
No. of items procured from Service Catalogue	2688	2189	2361	2240	

Service Management – Continuous Service Improvement

Continual Service Improvement

Measure	Quarter Totals Q3 2022	Quarter Totals Q4 2022	Quarter Totals Q1 2023	Quarter Totals Q2 2023	Commentary
Continuous Service Improvement proposals submitted to the Authority for consideration, per quarter	8	8	20	7	
Continuous Service Improvement proposals submitted to the Authority and implemented, per annum	12	7	8	7	Inspire Yearly Process, MyIT - New User Process Update, Operational Change Process, Inspire Caching Server redesign, Xerox print process reviewed and weekly meetings, Escalation process.

Applications Management -
78 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 [36 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
- Weighbridge

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

	Description	Target	Total No. of Months	Months KPI Met	Average Contract Performance Apr 22 - Mar 23
KPI05	P1 Application Availability – See Section 1.3	99.90%	12	12	99.98%
KPI06	P2 Application Availability – See Section 1.3	99.50%	12	12	99.99%
KPI07	P3 Application Availability – See Section 1.3	99.50%	12	12	100.00%

	Description	Target	Apr-23	May-23	Jun-23
KPI05	P1 Application Availability – See Section 1.3	99.90%	100.00%	99.96%	99.99%
KPI06	P2 Application Availability – See Section 1.3	99.50%	100.00%	100.00%	100.00%
KPI07	P3 Application Availability – See Section 1.3	99.50%	100.00%	100.00%	100.00%

Community Benefits

CGI in the Community

To mark the National Armed Forces Reserves Day (21 June) Ewan Elder (Veteran's Lead for the Uniformed Services Network and member of the East Metro) joined SBU President Tara McGeehan and SDI BU Lead Neil Timms, and other members of the Uniformed Services Network to mark the day in the Reading office. The gathering of members from all over the SBU included CGI veterans, currently serving reservists, special constables and allies. During the gathering the team heard from Tara and Neil about the important role our Uniformed Services members fulfil at CGI and the steps CGI will be taking to support the community going forward, including re-signing the Armed Forces Covenant. Members then enjoying a spot of curry lunch and a great opportunity to networking, in person, with colleagues from the Uniformed Services Network. If anyone would like to become a member of the network, please feel free to reach out to Ewan.

CGI in the Community

We are committed to sponsoring 5 teams nominated by SBC employees each year.
The list of teams/clubs that have already benefited:

- Gala Golf Club – Kit for team events
- Torwoodlee Golf Club – Kit for team events
- Torwoodlee Golf Club – Junior Section
- Scottish Borders Golf team
- Gala Fairydean Rovers FC
- Melrose Football Club
- Lauder Boys football team
- Gala Fairydean Rovers Juniors FC
- Gala Hotspur AFC
- Graham School of Highland Dance
- St Boswells Golf Club
- Melrose Pipe Band
- Chirnside United's U13 Football Club
- Lauderdale Archery Club
- Hawick United Amateur Football Club
- Pentland Juniors Triathletes
- Selkirk Silver Band
- Border Ladies Golf Assoc
- Hawick Harlequins Rugby Club
- Kelso Harlequins Rugby Club
- Kelso Hockey Club
- St Boswells Youth Cricket Club
- Peebles Ex-Servicemen's Pipe Band
- Gala Hotspur Football club
- Earlston HS Extra Curricular Activities
- Gala Fairydean Under 10's
- Earlston Rugby Club
- Borders Clan Rugby

St Boswells Youth Cricket Club

Border Ladies Golf Club

Border Ladies County Golf Association

Recruitment Update

Borders CGI Members & Recruitment

- **Tweedbank Update**

  – Tweedbank Office full operational.

- **Team Update**

  – CGI currently employ 68 members in the Borders region and have 101 members working on Borders activity.
  This has remained static since the last reporting period.

Plan of action

	Activity
1	Service Desk presence at Tweedbank with volumes being confirmed
2	STEM outreach across Scottish Borders schools
3	CodeClan
4	Engagement with Scottish Borders College
5	Target MyJobScotland, the public sector jobs website
6	Enhanced Member Referral Scheme for Scotland BU
7	Record and issue Member Referral Scheme video

	Activity
8	Use AppCast to target digital advertising
9	All Scotland BU roles have been tagged Tweedbank
10	Adverts for directors and VPs to share on LinkedIn
11	Engagement with Veterans Association via Borders Member
12	Engagement with Skills Development Scotland and Developing Young Workforce

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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 By the Supplier 52+ weeks	46	9	5	5	15	20	20	20	22	3	0	0	0	0	165
Committed Employment Target Modern Apprenticeships (Level 3 or higher) created for employment by the Supplier				1	2	1	1	1	1	1	1	1			10
Stretch Employment Target by the Supplier 52+ Weeks								20	20	20	20	20			100
Cumulative Committed Total	46	55	60	66	83	104	125	146	169	173	174	175	175	175	175
Cumulative Aspirational Total								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 Amendment Report	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	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). Such report will flag if the Authority is likely to breach a pricing band.	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

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.

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

Scottish Borders population

115,270 people
live in the
Scottish Borders

23,876
Borders-based
professional profiles
on LinkedIn

Largest towns:
Galashiels 14,994
Hawick 14,294
Peebles 8,376
Selkirk 5,784
Kelso 5,639
Jedburgh 4,030
Eyemouth 3,546
Duns 2,753
Melrose 2,307
Coldstream 1,946
Earlston 1,779

Source: LinkedIn Talent Insights Report 4/14/2023

LinkedIn deep dive of Scottish Borders-based professionals

CGI

264 (1%) describe themselves as having IT skills

Top employers
Scottish Borders Council 1,056
NHS 701
Borders College 160
Plexus Corp 121

Top IT employers
CGI
NHS Borders
Radical Travel Group

484 professionals have actively engaged with CGI on LinkedIn over the last year

104 professionals have visited the CGI page on LinkedIn over the last year

Source: LinkedIn Talent Insights Report 4/14/2023

What schools are producing this local talent?

School	Professionals	Recent grads	CGI 1y hires
Edinburgh Napier Uni	863	114	1
University of Edinburgh	768	73	0
Heriot-Watt University	747	117	1
Borders College	635	153	1
The Open University	400	96	1
Peebles High School	379	36	0
Edinburgh College	345	115	0
Kelso High School	268	19	1

Source: LinkedIn Talent Insights Report 4/14/2023

Targeted job advertising - Tweedbank

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 scooping 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