
CGI CONTRACT PERFORMANCE

Report by Director – Strategic Commissioning & Partnerships

EXTERNAL SERVICES/PROVIDERS MONITORING GROUP

29 August 2023

1 PURPOSE AND SUMMARY

- 1.1 This report presents key information with respect to the CGI contract for the second quarter to the end of June 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 Q2 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 second 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 Q2 have been held.

4.2 Transformation Projects

Slides 5-12 cover digital transformation project for the council. Slide 6 provides high level the 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. The Social Work Pathfinder programme commenced on the 5 October 2022 and whilst the programme progresses, a re-plan exercise is underway due to a mix of business and technical issues encountered during the last few months. A re-plan options paper will be presented back Digital Transformation Board on the 29 August for consideration.

Members should note work is currently being undertaken regards Children's Social Work processes to align the process.

Slide 13 provides the status of Key Projects 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.

Seven projects are marked as Green RAG -Weighbridge Implementation, Ethel App, Single Point, and Azure App Migration all completed. Office 356 Closeout, JADU Website Upgrade Digital Document Centre are all tracking on time. Five projects are tracking Amber - 3 projects are complete but delivered out-with the timeline and one is not due until November 2023 and High Level Design is in progress. Two projects are tracking Red - Depot WiFi awaiting 3rd party contractor works to be completed and Corporate Communications Team Macbooks with a scheduled rollout to completion of 14/08/2023. An interim workaround solution is in place for the MAC Books.

4.3 Key Performance Information

- The Key activities, issues and successes are detailed on slide 15.
- The key activities in Q2 include increased communications for mobile phone users to improve IOS compliance, holiday set automation for out of office voice messages, change process improvements reducing the impact on IT Business Partners, MS365 pilot roll out, PSN Accreditation received and successful Internal testing of Amelia the Service Desk AI this is now progressing to Phase .
- The issues identified and being worked on are KPI missed targets in the quarter along with ensuring CGI awareness and communication is strengthened with staff. The team are currently working on an E-zine for CGI.
- In terms of successes the service catalogue improvements are progressing well along with consolidation of the MY IT form to one form to improve user experience.

Information is provided with respect to the key deliverables of the contract across 78 performance measures. Slide 14 notes 5 AMBER service failures over Q2 of 2023. Three of the failures are due to non-delivery of Impact Assessments in-line with agreed timescales in each month of Q2. As detailed in the slide deck the process has been reviewed and IT Business Partners 's are now involved in early discussions to detail customer needs. One KPI failure was due to a Severity 2 incident in May 2023.

Two new slides has now been added to the deck Slide 15 &16. Slide 15 details quality levels with regards complaints, security of the infrastructure including security alerts patching and upgrade to infrastructure data this is now managed through the newly created Digital Security Board.

Slide 16 provides overview of Continuous Service Improvements detailing the number of proposals submitted and number implemented along with commentary.

4.4 Communities

Community benefits are highlighted in slide 19 to 21 and highlighting the links with the armed forces and the opportunity to join the network. Slide 21 highlights the 28 organisations benefitting from sponsorship from CGI.

4.5 Jobs Created

Slides 22 to 25 provide detailed information with regards CGIs recruitment campaign within the Scottish Borders. 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. The recruitment is against the 146 projected target at 30/09/ 23 and the 166 aspirational target for the same period.

Slide 26 details the plan of actions to increase the recruitment across twelve specific areas. Code Clan is shown in red due to its recent liquidation and CGI are working with other partners to mitigate this. The ones in green are being actively worked on with Service Desk volumes currently being scoped within CGI.

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.

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