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## **CGI CONTRACT PERFORMANCE**

**Report by Director – Strategic Commissioning & Partnerships**

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### **EXTERNAL SERVICES/PROVIDERS MONITORING GROUP**

**28 November 2023**

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#### **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 September 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 Q3 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 third 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 Q3 have been held.

#### **4.2 Transformation Projects**

Slides 5-11 cover digital transformation project for the council. Slide 6 provides Transformation Status Highlights on the digital roadmap. Slide 7 details the agreed transformation projects and current status. 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 has been undertaken on Adults Social Work which is currently planned for Go Live date of 4<sup>th</sup> and 8<sup>th</sup> December. The situation is being monitored daily with stand up calls with all project resource.

Members should note that Childrens Social Work transformation will not commence until after the delivery of the Adult Social Work Programme and work is underway to plan for this pathway.

Work is also underway with regards agreement of design and scope of digital transformation in Protective Services and sessions are commencing

in December with regards the scoping for I&E digital transformation with the I&E service.

Slide 11 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.

Eight projects are marked as Green RAG -Uniform Unimap, Public Access Upgrade, ELMS to cloud, O365 Closeout, Business World to the Cloud, CFF Cloud upgrade, HQ WIFI and AV chambers. Five projects are tracking Amber due to delays against initial project planned date, all are in progression against updated timelines. One project is Blue – Single Point and one project is on Hold Curricular MS as is being considered as part of Wider curricular estate.

#### 4.3 **Key Performance Information**

- The Key activities, issues and successes are detailed on slide 13.
- The key activities in Q3 include M265 rollout project, Amelia – testing completed, Screen Pop up successful pilot now being rolled out, Inspire Learning – 1100 shared I-pad upgrades now completed. The windows Server 2012 upgrade is still progressing with extended security support in discussion
- The issues identified and being worked on are KPI missed targets.
- In terms of successes the following have been delivered, Chrome Automatic Updates and Corporate EUD;s, removal of unused Visio Licences, Sophos upgrade on the Peoples network, Windows 7 upgrade or removal, Windows 22H2 rollout completed and 5200 I-pads replaced for school pupils.

Information is provided with respect to the key deliverables of the contract across 78 performance measures. Slide 14 notes 3 AMBER service failures over Q2 of 2023. All three failures are due to non-delivery of Impact Assessments in-line with agreed timescales in each month of Q3. 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 this is being reviewed re impact.

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 including the local litter pick, support of the NHS 75<sup>th</sup> birthday and highlighting the 36 teams sponsored by CGI

#### 4.5 **Jobs Created**

Slides 22 to 25 provide detailed information with regards CGI's recruitment campaign within the Scottish Borders. CGI currently employ 69 members in the Borders region and have 107 members working on Borders activity. This has marginally improved since the last reporting period (68,101). This is against the 146 projected target at 30/09/23 and the 166 aspirational target for the same period.

Slide 24 details the work in conjunction with the Authority and partners with regards a recruitment day during January 2024 hosted at CGI Offices. This is currently in the process of being communicated and marketed across the Borders region via a range of channels and networks. As well as key roles for the authority being recruited to, CGI Roles will be recruited to to cover all disciplines across all CGI business units with open roles including Testers, Service Desk personnel, Solution Architects, technical skillsets, Business Analysts, Developers along with Modern Apprentices and Graduates.

### **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

**Name**  
**Jen Holland**

**Title**  
**Director – Strategic Commissioning & Partnerships**

### Author(s)

Name	Designation and Contact Number
Jen Holland	Director of Strategic Commissioning and Partnerships, 01835 825218

**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](mailto:Jen.Holland@scotborders.gov.uk)

