

CGI Executive Performance Review / Major Contract Review SBC

November 2023 V1.3



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Agenda

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Actions from previous meetings:

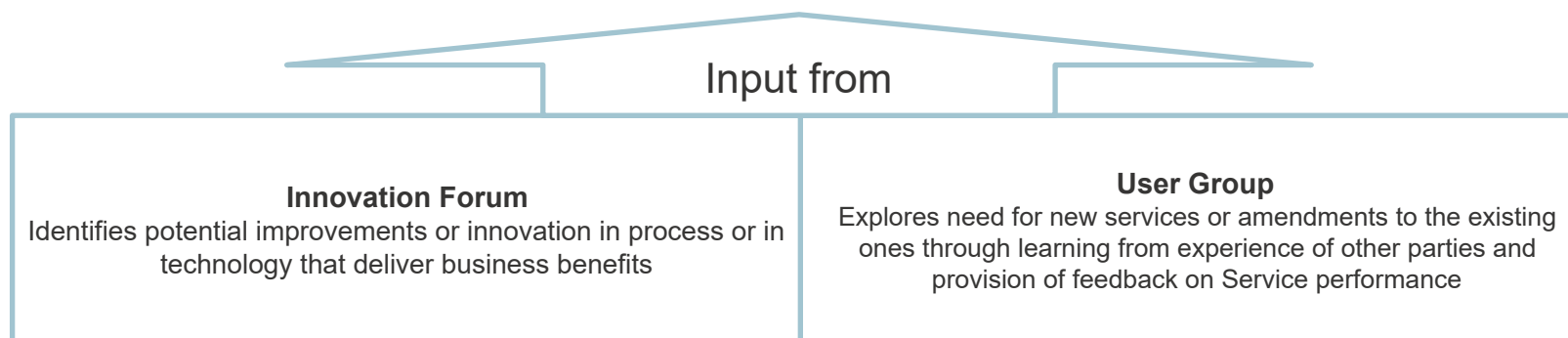
Date Raised	Requestor	Description	Response	Status
October 22	Cllr Rowley	Councillor Rowley requested that further detail was included around recruitment plans within Scottish Borders region.	Commentary added to provide more granular update.	Open and ongoing
August 23	All	Updates to Project Status	There was agreement to include the original project baseline date alongside the current end date in subsequent reports. It was acknowledged that a fourth Blue status was to be used to identify those projects that had been completed and were formally and fully accepted into service.	Complete
August 23	Cllr Thornton-Nicol	CG Community Sponsorship process	Sponsorship process shared with a number of additional submissions now received.	Open and ongoing
August 23	Cllr Thornton-Nicol	M365 Support	The number of tickets raised in response to the 365 rollout was to be ascertained and further discussion was to be had with managers to promote the logging of issues with CGI Service Desk	Open
August 23	All	Ipad Refresh	It was confirmed that the devices were returned to Apple under the Apple Direct lease agreement. Agreement to bring forward a paper on the lease agreement and financial information to the next meeting	Complete
August 23	All	Digital Security Board	The terms of reference and programme of work were to be shared with Members at the next meeting	Complete
August 23	All	Digital Skills Support	Support was available via the Digital Skills on SBSScene (Yammer) and Ms Holland undertook to further discuss the matter with the team with a view to its wider promotion and effectiveness.	Complete

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



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Transformation Programme



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Transformation Status Highlights

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 approach conclusion with the Pathfinder programme in Social Work we have also this reporting period worked on the following highlights: -

- Ongoing engagement with Protective Services Department in relation to further Pathfinder deployment
- Commenced delivery of Digital Customer Access next phases
- Provided Insight and expertise in areas such as AI, Education and Master Data Management
- Completion of Inspire Ipad Refresh project
- Further Increased CGI resources to accelerate proposal output
- Engaged partners in relation to Connectivity and Wi-fi deployments
- Completed a number of joint marketing and communication initiatives
- Jointly presented at Scotland SOLACE

Agreed Transformation Priorities

Activity	Benefits	Status
Digital Transformation Programme (Pathfinder)	Delivery of holistic benefits of Council Information Hub, Process re-engineering and Enterprise Mobility	In delivery
Office 365 Closeout	Complete the transfer of SBC files and data to the Microsoft Cloud reducing Infrastructure costs. Support access to shared data from front line devices enabling benefit of the wider transformation programme	In delivery
DCA Build Out	Leverage power of the DCA platform across all services and into external parties	In delivery
Managed Mobile Device Management	Service Wrap to support rollout of phone and devices to frontline staff	Completed
Master Data Management	Enabler for data quality and workflow matching data between lines of business and enterprise systems to support single view of the Citizen	In Solution Development
Automation & Chatbots	Uses of AI to complete repetitive processes and respond to queries for staff and citizens thereby freeing up resources	In Solution Development
Business World to the Cloud	Move Business World into Cloud reducing infrastructure costs and increasing functionality	In delivery
Single Point Locator Hub	Replacement of Address Management Solution	Completed
Proactive Monitoring	Provision of security monitoring of SBC data and systems hosted in the Cloud	In delivery
Corporate Device Refresh	Replacement of aged desktops and laptops for all corporate staff	Commencing January 2024
Unified Comms Telephony to Teams	Enable full external telephony capabilities directly from Teams	In delivery
Education Transformation	Delivery of technical infrastructure for new schools and enhanced Curricular Modernisation	In Solution Development

Progress to date and our next steps



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

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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.

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Transformation Status Update

Social Work Pathfinder Programme

- Social Work Pathfinder Programme:
 - This programme focusing on the Social Work directorate of SBC is now target for completion by the beginning of December 2023.
 - This comprises of the next phase of Enterprise Mobility to further roll out the Total Mobile solution for Adult Processes
 - Also comprises of the next phase of Council Information Hub to take the dashboards produced in Phase 1 into production
 - The programme will also focus on the data re-engineering for Social Work and process redesign
- Social Work Pathfinder – Latest Position
 - Final sprint for Business and Process Change will complete in November
 - Training scheduled to commence from Friday 17th November
 - **Go Live – Monday 4th December 2023**
 - Post go live support running for 2 weeks after go live

CIH Phase 2

- Work scheduled to commence migration into the production environment from Monday 13th November
- **Go Live for Dashboards – Friday 8th December 2023**
- PEN Testing has now been completed
 - Power BI Training dates confirmed

Further work undertaken in Protective services and discussions commenced on next stage activity in Infrastructure and Assets.

Summary of Key Projects in Delivery

Project Name	Previous Status	Current Status	Baseline Completion Date	Tracking Completion Date	Summary
Curricular MS	H	H			On hold as linked to wider Curricular Estate activity
Lagan Data Migration	A	A	April 2023	November 2023	Project now completing following data assurance completion
Uniform Unimap	G	G	December 2023	December 2023	Project progressing to plan
Public Access Upgrade	G	G	February 2024	February 2024	Project progressing to plan
ELMS2 Upgrade to Cloud	G	G	March 2024	March 2024	Project in start up
Recollect sFTP	G	A	October 23	November 2023	Project progressing but awaiting key info
Single Point	G	B	August 2023	August 2023	Project Complete
O365 Close	A	G	August 2023	October 2023	Project Complete – IA has been issued
Jadu Website Refresh	G	A	December 2023	February 2024	Project progressing and now in UAT
Business World to Cloud	G	G	February 2024	February 2024	Project progressing to plan
CFF Cloud	G	G	November 2023	November 2023	Project progressing to plan and closing
PSN Firewall Replacement	A	A	November 2023	December 2023	Project slightly delayed due to arrange downtime
Digital Document Centre	R	A	October 2023	February 2024	Project now recommenced
HQ Wifi Update	G	G	November 2023	November 2023	Project closing
AV Chambers Upgrade	G	G	February 2024	February 2024	Project commenced

Service Delivery



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Service - Latest Quarter Highlights

Activities

- MS Office to 365 being rolled out to the whole estate, to be completed by November.
- Amelia (automated incident management system) testing completed, planning to roll out to pilot users.
- Implementation of screen pop up capture for end users to confirm CMDB assets being rolled out to all users after initial pilot was successful.
- School return was mostly positive, with a few issues relating to creation of user accounts - support teams progressed successfully. Service team working with SBC to improve process for next year to streamline. Meetings been held and agreed with appropriate parties.
- Inspire Churn - 1100 shared ipads completed.
- Windows Servers 2012 Upgrade – progressing, weekly meetings held with SBC. Extended Security update support license is in discussion.

Issues

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

Success

- Enable Chrome Automatic Updates for Corporate EUDs Corporate / Curricular. To mitigate against zero day vulnerabilities
- Removal of Project / Visio un-used software – saving licence costs for SBC
- Sophos AV upgraded to Sophos Central on Peoples Network
- Windows 7 EUD upgraded or removed from SBC network – closing risk
- Windows 22H2 rollout (corporate & Curricular) completed
- Inspire Refresh – 5200 1:1 ipads replaced for Primary and High Schools.

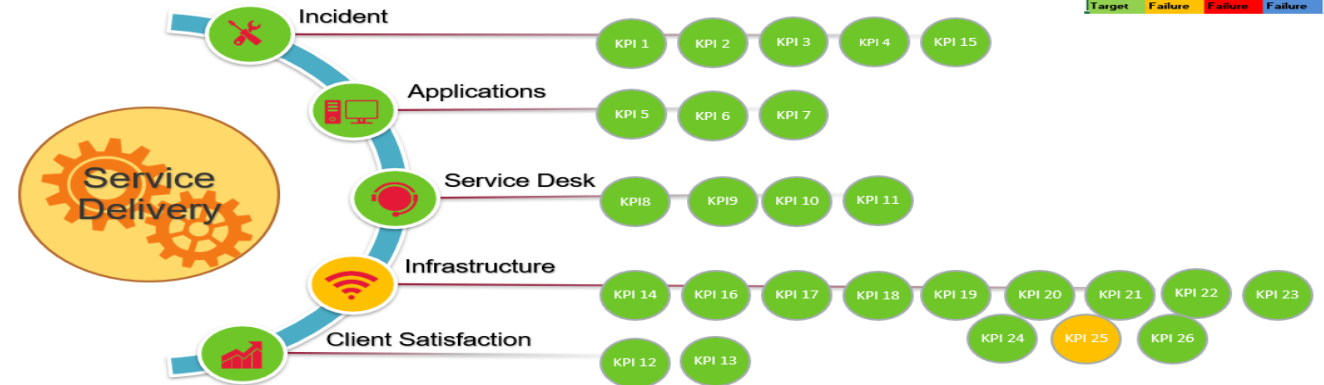
Service Performance – Success Factors

Service Performance – Balanced Scorecard (Jul to Sept 23)

Meets Target	Minor KPI Failure	Serious KPI Failure	Severe KPI Failure
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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 Q4 2022	Quarter Totals Q1 2023	Quarter Totals Q2 2023	Quarter Totals Q3 2023	Commentary
Red KPIs (Serious and Severe and Service Threshold KPI Failures)	4	0	0	0	
Amber KPIs (Minor KPI Failures)	8	5	4	3	Jul, Aug & Sep- KPI25 - Production of Impact Assessments
Green KPIs (Target Performance Level Met)	66	73	74	75	
Service Points accrued	15.5	3.5	2.5	1.5	
Service Credits accrued	29.5	8.5	5.5	4.5	
Repeat KPI Failures	3	1	1	1	
KPI Service Threshold Failures	0	0	0	0	
Service Points accrued (to date in the current Contract Year)	27.5	28	27.5	23	Service Points Accrued YTD (Jul 23 - Sept 23)
Service Credits deducted (to date in the current Contract Year)	48.5	48	50.5	48	Service Points Accrued YTD (Jul 23 - Sept 23)

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Service Management – Quality Levels

Measure	Quarter Totals Q4 2022	Quarter Totals Q1 2023	Quarter Totals Q2 2023	Quarter Totals Q3 2023	Commentary
Complaints received in month	0	0	0	0	
Breaches of Security in month	0	0	0	0	
BCCR Events in the month	0	0	0	0	
Emergency Bunker Events in the month	0	0	0	1	
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	10	10	10	7	Elector8 (1), Weighsoft (1), Servitor (1), Revenues & Benefits (2), Power BI (1), Business World (1)
No. of upgrades carried out in month	6	5	3	0	
No. of releases not compliant with Release Management Protocol	0	0	0	0	
No. of items procured from Service Catalogue	2189	2361	2240	3125	

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Service Management – Continuous Service Improvement

Measure	Quarter Totals Q4 2022	Quarter Totals Q1 2023	Quarter Totals Q2 2023	Quarter Totals Q3 2023	Commentary
Continuous Service Improvement proposals submitted to the Authority for consideration, per quarter	8	20	7	5	
Continuous Service Improvement proposals submitted to the Authority and implemented, per annum	7	8	7	4	Chrome automatic updates for EUD's, Automatically remove unused Project & Visio installs, Upgraded Corp OS to 22H2, Updated New Start process of any name changes to include Business World, MAC address removal from SSID, Update the cache removal on EUD's after 90 days

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

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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	Aug-23	Sep-23	Oct-23
KPI05	P1 Application Availability – See Section 1.3	99.90%	99.97%	100.00%	99.99%
KPI06	P2 Application Availability – See Section 1.3	99.50%	99.99%	100.00%	99.98%
KPI07	P3 Application Availability – See Section 1.3	99.50%	100.00%	100.00%	100.00%

	Description	Target	Total No. of Months	Months KPI Met	Average Contract Performance Aug 22 - Jul 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%

Community Benefits



CGI in the Community



CGI are proud sponsors of the Southern Knights and Melrose 7s for 2023



Local Litter Pick – Friday 20th October around Tweedbank/Gala



Cake sale and Raffle – to continue to raise funds for NHS 75th Birthday - Nov 23



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:

•Border Ladies Golf Assoc	•Kelso Harlequins Rugby Club
•Borders Clan Rugby	•Kelso Hockey Club
•Chirnside Girls FC	•Kelso Junior Cricket Club
•Chirnside United's U13 Football Club	•Lauder Boys football team
•Earlston HS Extra Curricular Activities	•Lauderdale Archery Club
•Earlston Rugby Club	•Melrose Bowling Club
•Eyemouth United Juniors	•Melrose Football Club
•Gala Fairydean Rovers FC	•Melrose Pipe Band
•Gala Fairydean Rovers Juniors FC	•Peebles Ex-Servicemen's Pipe Band
•Gala Fairydean Under 10's	•Pentland Juniors Triathletes
•Gala Golf Club	•Putts & Pints
•Gala Hotspur AFC	•Scotland Under 14's Schools rugby
•Gala Hotspur Football club	•Scottish Borders Golf team
•Gala Rugby Club Ladies Team	•Selkirk Silver Band
•GODL Superleague	•St Boswells Golf Club
•Graham School of Highland Dance	•St Boswells Youth Cricket Club
•Hawick Harlequins Rugby Club	•Torwoodlee Golf Club
•Hawick United Amateur Football Club	•Torwoodlee Golf Club – Junior Section



Scotland U14's Schools Rugby Squad



Recruitment Update



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Borders CGI Members & Recruitment

- **Tweedbank Update**
 - Tweedbank Office full operational.
- **Team Update**
 - CGI currently employ 69 members in the Borders region and have 107 members working on Borders activity.

This is a slight increase since the last reporting period.



Borders CGI Members & Recruitment

- **Recruitment Day**

- We have in conjunction with the Authority and partners arranged 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.
- SBC will be looking to find candidates for teachers & social care roles and CGI will be looking for candidates that could fit any open role we have.
- We will have one floor operating a recruitment fair where people can find out more about CGI and the work we do; hear about projects we work on, the early careers offering & chat to our members etc.
- Another floor where anyone interested in a role can chat to our hiring managers & potentially have an interview on the day.
- Roles will 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.



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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	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



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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
- Jen 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

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.

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



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

Totaljobs

For recruiters | My career | My jobs | Sign in | Register CV

Job title, skill or company | Tweedbank | 30 miles | Search

Sort by: Distance

1,807 jobs in Tweedbank + 30 miles

Filters:

- Commute time:** Address, postcode or town
- Maximum commute:** ... min
- How do you travel to work?:** [Icons for walking, cycling, car, bus]
- Locations:** Popular searches nearby: Galashiels (5345), Hawick (5625)
- Salaries:**

Annual	Daily	Hourly
at least £10,000	3411	
at least £20,000	3193	

Job Listings:

- CGI Director (Business Growth - Healthcare)** (PREMIUM, NEW)
 Location: Tweedbank, TD1 | Recently
 Competitive
 At CGI, we are looking for a Director of Business Growth to help put us at the heart of helping heal... [more](#)
- CGI Solution Architect** (PREMIUM, NEW)
 Location: Tweedbank, TD1 | Recently
 Competitive
 At CGI, our Solution Architects are trusted to work closely with a wide range of clients on exciting ... [more](#)
- CGI Data Engineer** (PREMIUM, NEW)
 Location: Tweedbank, TD1 | Recently
 Competitive
 At CGI, our Software Engineers are trusted to work closely with a wide range of clients on exciting p... [more](#)
- CGI Senior Software Engineer (Java)** (PREMIUM, NEW)
 Location: Tweedbank, TD1 | Recently
 Competitive
 We are looking for excellent creativity and enthusiasm for real-world problem solving in our Softw...
- Scottish Support Worker - Waverley Residential Home** (NEW)

Chat with our virtual assistant to get the latest jobs via email!

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