CGI CONTRACT PERFORMANCE

Report by Director – Strategic Commissioning & Partnerships

EXTERNAL SERVICES/PROVIDERS MONITORING GROUP

20 February 2024

1 PURPOSE AND SUMMARY

1.1 This report presents key information with respect to the CGI contract for the fourth quarter to the end of December 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. 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 Q4 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 fourth 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 form 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 Q4 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 status including those that are at early discussion stage those that are being scoped for solution development and those in delivery. 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 still progresses, the updated replan date highlighted to members in November pack has been further reviewed with a go-live date now planned for the 18th March 2024. The Information Hub dashboards originally replanned for January are now have a replan date of the end of Feb. The Programme Board are monitoring the situation closely.

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.

The consultancy piece of work regards Protective Services digital transformation have been completed and discussions are now happening regards the Impact Assessment. Initial early sessions commenced 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.

Seven projects are marked as Green RAG -Uniform Unimap, Public Access Upgrade, ELMS to cloud, Care Planning, CFF Cloud upgrade Corporate Device Refresh and AV chambers upgrade. Six projects are tracking Amber due to delays against initial project planned date and delays in delivery, Lagan Data Migration, Recollect sFTP, Jadu Website Refresh, MAC books, Fortigate Firewall replacement and Digital Document Centre. ERP to the cloud is Red due to delays in delivery of the project with mitigation plans now implemented and revised go live date being scoped.

4.3 **Key Performance Information**
- The Key activities, issues and successes are detailed on slide 13.
- The key activities in Q3 include launch of the Pop Up for Asset tagging. Lync 2010 removal from network, Amelia roll out to pilot users. 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 and an issue with the Pro-Create App which has resulted in loss of unsaved work for students.
- In terms of successes the following have been delivered, M365 upgrade complete,6400 Inspire I-pads refreshed and now complete.

Information is provided with respect to the key deliverables of the contract across 78 performance measures. Slide 14 notes 3 AMBER service failures over Q4 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 is still being developed to ensure response times are improved.

Two new slides have 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 donation to the Maragret Kerr Unit at the Borders General Hospital and highlighting the teams sponsored by CGI.

4.5 **Jobs Created**
Slides 22 to 24 provide detailed information with regards CGIs 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 remained the same as the previous quarter.
This is against the 169 projected target at 30/09/24 and the 209 aspirational target for the same period.

Slide 24 details the work in conjunction with the Authority and partners with regards a recruitment day on 7th February 2024 hosted at CGI Offices.
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	**Title**
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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