

REPORT FOR DECISION

DECISION OF:	Cabinet
DATE:	11th March 2020
SUBJECT:	Update on the ICT Capital Programme
REPORT FROM:	Councillor Jane Black – Cabinet Member, Corporate Affairs and HR
CONTACT OFFICER:	Kate Waterhouse Chief Information Officer Bury Council
TYPE OF DECISION:	CABINET - KEY DECISION
FREEDOM OF INFORMATION/STATUS:	This paper is within the public domain
SUMMARY:	<p>The ICT Capital Programme was approved by Full Council in February 2019 to support the Corporate Transformation Plan and to facilitate the delivery of a new programme of investment in technology and digital services.</p> <p>Of the £10 million agreed in 2019, just over £2m has been spent on essential remedial work to improve the security and stability of our ICT infrastructure.</p> <p>This Key Decision is to allow the delivery plan to progress to the next phase through the purchase of a three year Microsoft Enterprise Agreement to enable the Council to transition from Office 2013 to Office 365, thereby creating improved ways of working and further the potential for integration with the Clinical Commissioning Group.</p>
OPTIONS & RECOMMENDED OPTION	It is recommended that Cabinet approve the decision to use the ICT Capital Programme to fund a three year Microsoft Enterprise Agreement through appropriate procurement routes.
IMPLICATIONS:	

Corporate Aims/Policy Framework:	Do the proposals accord with the Policy Framework? Yes
Statement by the S151 Officer: Financial Implications and Risk Considerations:	The cost of licences was an initial consideration when the ICT reserve was created. It is anticipated that, dependent on the final specification, the cost will be up to £2m and this can be met from the funding already available.
Equality/Diversity implications:	None
Considered by Monitoring Officer:	Yes The recommendation is a key decision, within the policy framework and Financial Procedure Rules, which specify the need for a report to Cabinet for any capital expenditure over £250,000. Procurement has been undertaken to comply with the Council's duty to achieve best value.
Wards Affected:	All
Scrutiny Interest:	Overview and Scrutiny, Audit Committee

TRACKING/PROCESS

DIRECTOR:

Joint Executive Team	Cabinet Member/Chair Briefed	Ward Members (if necessary)	Partners
Scrutiny Committee	Other Committee	Council	Comms

1.0 BACKGROUND

As has been the case across the sector, Bury Council has had to make considerable changes to its approach to budget and business planning as a result of austerity. Since 2010 the Council has delivered savings in the region of £97 million, in part achieved through a reduction of more than 650 jobs within the Council. The budget for 2019/20 contains further transformation of close to £12 million, with further savings required in the following year.

Bury Council's response to this challenge has been to work with partners and residents to protect front line services, in particular those supporting the most

vulnerable. Whilst the Council has increased Council Tax to help with addressing rising demand, other difficult decisions have also been taken in relation to the use of reserves and reduced investment in non-essential infrastructure and asset maintenance, including within ICT.

This approach has delivered balanced budgets to date however, there is an acknowledgement that it is no longer sustainable. The Council has taken a number of innovative steps to improve its position, not least integration with the Clinical Commissioning Group, and the creation a number of different business delivery models in housing and adult social care to transform our approach however, there is more to be done.

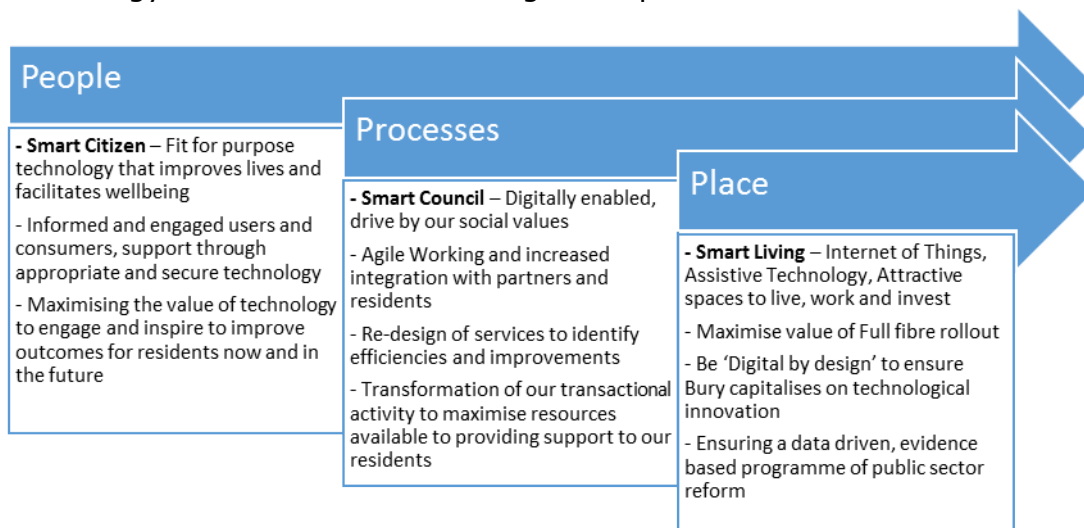
This requires a new approach to our Information Technology and Digital Strategies. It is recognised that to deliver the transformation required, at the pace which is needed, we must invest in our systems and infrastructure and create an environment which enables us to utilise the benefits of new technology and the most up-to-date ways of working.

To achieve this in February 2019 the ICT Capital Programme was agreed at Full Council, resulting in £10m capital fund to transform and upgrade our infrastructure and delivery models.

The ICT strategy has been developed in conjunction with the Joint Executive Team and senior users from across the Council and partner organisations. Originally developed by the Head of Service, the work is now overseen by the newly created Chief Information Officer post as part of the Deputy Chief Executive's Department of Corporate Core Services.

This gives the programme of work visibility at the highest levels within the Council and has been scrutinised as part of the Corporate Core Transformation Programme.

The ICT Strategy is based on the following three pillars:



The direction of travel over the last twelve months has been to move from a traditional 'back-office' ICT service to a business focused enabler. This has meant re-visiting decisions that have been made in the past about products and services and instead of focusing solely on devices and hardware, thinking about the best solutions to achieve the organisational priorities and partnership goals.

Work to date has included a review of our approach to telephony, a cloud-migration options appraisal and full software licence review. This work has been done to ensure compliance with security standards but also to ensure our ICT offer is fit for purpose,

ready to support the delivery of the Bury 2030 Strategy.

Much has been done in a relatively short space of time and the ICT Service have demonstrated considerable loyalty and commitment to maintaining the security and stability of our current ICT infrastructure whilst extensive upgrades take place.

This work received external endorsement in October 2019 when we received our Public Service Network (PSN) Customer Compliance Certificate. Now, further work is required to achieve our aspirations to stabilise and then modernise the ICT service however we are proud of the achievements to date.

Spend to Date:

Since the original decision to approve an ICT Capital Fund was taken, just over £2.2million has been spent on improving the security of our ICT estate and upgrading the hardware and software used by our staff and services.

Broad headings for this work are as follows:

- Infrastructure Development
- Network coverage Improvement
- End of Life User Hardware Replacement
- End of Life Central Hardware Replacement
- Software and Licences Maintenance and Upgrades

The value of the contracts issued to date have been within the limits set by the Scheme of Delegation for sign-off by the Cabinet Member for Corporate Affairs and HR. This has included capital investment in:

- The roll out of new equipment to all members of staff, moving the estate from Windows 07 to Windows 10. This has been accompanied by refreshed licencing for security software i.e. firewalls and maintenance contracts.
- Investment has also been made to improve the coverage of our wi-fi network across Council buildings in order to increase opportunities for agile working and co-location of services.
- The purchase of a new Customer Relationship Management system to replace the current version which is now out of support from the supplier. This project is due to go-live in March 2020 and will provide improved functionality for our Contact Centre and therefore improved customer service for our residents.

Current Request:

This paper details the rationale for capital investment in a three year Microsoft Enterprise Agreement to facilitate the move from Office 2013 to Office 365. This transition is essential to allow the Council to benefit from the latest Microsoft products and to access expert, accredited support to modernise ways of working.

Moving to Office 365 will provide the opportunity for greater integration with the Clinical Commissioning Group who already use this platform and therefore will support the delivery of Integrated Neighbourhood Teams. This work is essential in order to achieve the ambitions of Bury 2030 for a modernised public sector workforce, better aligned to the meeting the needs of our residents and communities.

2.0 ISSUES

Bury Council currently operates two Microsoft agreements:

- Microsoft Select Plus Agreement – Licence purchases for Council owned devices or users.
- Microsoft Select Plus Agreement Academic – Recognised Council users working in Education or Library Public Access devices.

These licenses have traditionally been procured using two distinctive formats

- Licences as users require them, purchased by our ICT section and then re-charged to the user department.
- Centrally purchased – licences required when existing products go out of support or new versions of products are introduced into the environment such as Client Access Licences for Windows or Exchange.

To make use of new technologies and collaborative tools we recognise that the above method of procuring Microsoft licences is not the most effective way to licence the Microsoft technologies. A Microsoft Enterprise Subscription is the preferred solution to meet our requirements to utilise the new technologies and collaborative tools.

To achieve this we have utilised the Crown Commercial Service Procurement Framework to obtain quotes for the appropriate level of subscription, for the next three years.

To ensure the quality of the provider we have stipulated the successful bidder must be a Microsoft Cloud Solution Partner Tier 1 and hold a minimum of 9 Gold accreditations, including: Application Development; Cloud Platform and Cloud Productivity; Windows & Devices; Messaging and Collaboration and content.

We have also requested a monthly licence review on-site to ensure that we are maximising the benefits received under a Microsoft ESA agreement.

Procurement has been completed however as the value of the contract will exceed the delegated authority of the Cabinet Member for Corporate Affairs and HR as the contract value will exceed £1.5million. Therefore a Key Decision is required from Cabinet in order to approve the spend and award the contract.

3.0 CONCLUSION

Much has been done to improve the ICT Service within Bury Council following a period of substantial under investment as a result of austerity.

In order to progress to future stages of the ICT a new licensing model is required which will provide access to the latest Microsoft's products. This work is required to ensure the future security, stability and sustainability of our ICT infrastructure.

If approved, the decision will contribute to the achieving the Bury 2030 Strategy through allowing our ICT service to enable transformation in the way we work, the way we interact with our communities and the way we integrate with the public sector across the Team Bury Partnership.

List of Background Papers:-

Not applicable

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