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Breckland
COUNCIL

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To The Chairman and Members of the Business Improvement Sub-Committee

To all other Members for Information

Your Ref:	
Our Ref:	HM/L.3
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Date	27 October 2010

AGENDA SUPPLEMENT

Dear Sir/Madam

BUSINESS IMPROVEMENT SUB-COMMITTEE - TUESDAY 2 NOVEMBER 2010

I refer to the agenda for the above-mentioned meeting and enclose the following items:

Item No	Report Title	Page Nos
6.	**Update on IT Services Contract** Report of the Head of ICT.	21 - 25
9.	**Service Performance** Update by the Head of ICT / Steria.	26 - 28
10.	**Project Applications**	
b)	Committee Suite Equipment	29 - 31
12.	Gov Connect Phase 3	32 - 34

Please Note: Agenda Item 10.a) Video Conferencing has been deferred awaiting further information.

Yours faithfully

Helen McAleer

Senior Committee Officer

BRECKLAND COUNCIL

**Report of the Director of Corporate Resources to the
Business Improvement Sub Committee – 2nd November 2010**

ICT Service Contract – Status Report

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1. Purpose of Report

1.1 To appraise Members of the status of the ICT Service in-sourcing project.

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2. **Recommendations**
    It is recommended that the Council/Committee:
2.1 Acknowledge the report below.

Note: In preparing this report, due regard has been had to equality of opportunity, human rights, prevention of crime and disorder, environmental and risk management considerations as appropriate. Relevant officers have been consulted in relation to any legal, financial or human resources implications and comments received are reflected in the report.

3. Information, Issues and Options

3.1 Background

3.1.1 On 23rd Sept Full Council adopted a recommendation to bring the ICT service contract back in house after a 5 (+ 3 year extension) contract with Steria Services.

3.1.2 This represents the first 'in-source' of a contract for Breckland Council, and its progress is being followed carefully.

3.1.3 This document seeks to provide an update of the current position of the in-sourcing project, including a high level overview of the project plan, and risks/issues, with further updates suggested as being provided 2 monthly (i.e. Jan/Mar/May, with a closure report suggested for July 2011.)

3.1.4 Current Actions and status

3.1.5 The current ICT team have been undertaking significant preparation works in advance of the formalisation of the in-sourcing decision at Full Council, which has included the following:

- Confirmation of staff in scope to transfer

- Identification of current costs/risks and contracts

- Identification of 3rd party service providers in support of contract

- Initial discussions around development of Service Desk replacement

- Identification of additional monitoring hardware needed

3.1.6 The Contract Exit Plan has also been formally invoked – with a Steria Project Manager now in post to manage the transition.

3.1.7 A number of staff briefings have already taken place and further meetings and 1-2-1s are scheduled through to May 2011.

3.1.8 A copy of the high level transition project plan has been included below for information (note each header has a number of sub tasks that have been excluded within this document to ease readability)

3.1.9 Project Plan

ID	Task Name	Duration	Start	Finish	Predecessors	23 May '10	13 Jun '10
						M T W T F	
1	ST03 Service Exit Management Project Plan	189 days	Wed 30/06/10	Mon 21/03/11			
2							
3	HIGH LEVEL MILESTONES	62 days	Mon 30/08/10	Wed 24/11/10			
4	In-scope TUPE List agreed	30 edays	Mon 25/10/10	Wed 24/11/10	146		
5	Due Diliegnce details received (T's & C's, policies etc)	21 days	Thu 21/10/10	Thu 18/11/10	53		
6	Analysis of T's & C's and Policies completed	0 days	Mon 22/11/10	Mon 22/11/10	56FF		
7	Detailed pay information received	0 days	Mon 30/08/10	Mon 30/08/10	164FF		
8	Measures Letter setting out any required changes drafted	0 days	Thu 23/09/10	Thu 23/09/10	169SS+18 days		
9	Breckland BC Induction, business processes and briefings set-up	20 days	Fri 03/09/10	Thu 30/09/10	171FF		
10	In-Scope Staff Transfer to Breckland BC	0 days	Thu 30/09/10	Thu 30/09/10	171FF		
11							
12	PROJECT STARTUP / PROGRAMME INITIATION	121 days	Mon 04/10/10	Mon 21/03/11			
13	PROJECT STARTUP - STERIA	69.5 days	Mon 04/10/10	Fri 07/01/11			
23	PROJECT STARTUP - Breckland BC	65.25 days	Fri 08/10/10	Fri 07/01/11			
29	PROGRAMME INITIATION	0.13 days	Fri 07/01/11	Fri 07/01/11	28		
30	PROGRAMME INITIATION with Breckland	0.13 days	Fri 07/01/11	Fri 07/01/11			
35	EXIT PROJECT BOARD MEETING	111 days	Mon 18/10/10	Mon 21/03/11			
48							
49	WORK STREAM DELIVERY	176 days	Wed 30/06/10	Wed 02/03/11			
50	DUE DILIGENCE STREAM	82 days	Fri 30/07/10	Mon 22/11/10			
51	Breckland CC REQUIREMENTS & DUE DILIGENCE	35 days	Tue 05/10/10	Mon 22/11/10			
52	Breckland BC to confirm new service structure	5 days	Mon 08/11/10	Fri 12/11/10			
53	Due Diligence details requested (T's & C's, policies etc)	12 days	Tue 05/10/10	Wed 20/10/10	14		
54	Breckland BC to outline TUPE transfer expectations	1 hr	Wed 20/10/10	Wed 20/10/10	53FF		
55	*Due Diligence details received (T's & C's, policies etc)*	*21 days*	*Thu 21/10/10*	*Thu 18/11/10*	*53*		
56	Analysis of T's & C's and Policies by Breckland BC	2 days	Fri 19/11/10	Mon 22/11/10	55		
57	*Analysis of T's & C's and Policies completed*	*0 days*	*Mon 22/11/10*	*Mon 22/11/10*	*56FF*		
58	DUE DILIGENCE - SERVICE DELIVERY STREAMS	22 days	Fri 30/07/10	Mon 30/08/10			
59	Desktop Support Services	22 days	Fri 30/07/10	Mon 30/08/10			
69	Voice Services	22 days	Fri 30/07/10	Mon 30/08/10			
79	Applications Management Services	22 days	Fri 30/07/10	Mon 30/08/10			
89	Service Desk	22 days	Fri 30/07/10	Mon 30/08/10			
99	Network Services	22 days	Fri 30/07/10	Mon 30/08/10			
109	Server Management & Monitoring	22 days	Fri 30/07/10	Mon 30/08/10			
119	Members PC Support	22 days	Fri 30/07/10	Mon 30/08/10			
129	Procurement Services	22 days	Fri 30/07/10	Mon 30/08/10			
139	PEOPLE STREAM	159 days	Wed 30/06/10	Mon 07/02/11			
140	Engage H.R Managers (all parties)	5 days	Tue 05/10/10	Mon 11/10/10	14		
141	Establish TUPE issues register	8 days	Thu 30/09/10	Mon 11/10/10	140FF		
142	TUPE	159 days	Wed 30/06/10	Mon 07/02/11			
143	Agree Transfer List	37 days	Tue 05/10/10	Wed 24/11/10			
144	Staff Announcement on Breckland BC	1 day	Tue 05/10/10	Tue 05/10/10	14		
145	Steria produce up-dated TUPE staff list	4 days	Wed 06/10/10	Mon 11/10/10	144		
146	Update & agree Transfer List	10 days	Tue 12/10/10	Mon 25/10/10	145		
147	*In-scope TUPE List agreed*	*30 edays*	*Mon 25/10/10*	*Wed 24/11/10*	*146*		
148	1-2-1 Sessions	53 days	Thu 25/11/10	Mon 07/02/11			
152	T's & C's Information	26 days	Fri 19/11/10	Fri 24/12/10			
156	Transfer Staff Training / Performance	50.25 days	Thu 25/11/10	Thu 03/02/11			
163	Detailed pay Information	67 days	Wed 30/06/10	Thu 30/09/10			
175	Breckland BC Induction	1 day	Fri 01/10/10	Fri 01/10/10	174		
176	Induction for transferred staff	1 day	Fri 01/10/10	Fri 01/10/10			
177	Steria HR Activities	1 day	Thu 30/09/10	Thu 30/09/10			
178	HR Pre-Transfer Closure Activities	1 day	Thu 30/09/10	Thu 30/09/10			
185	Internal HR Notifications	0.5 day	Thu 30/09/10	Thu 30/09/10	178SS		
197	IMSL DELIVERY WORKSTREAM - tasks dependent on IMSL service lines	29 days	Fri 22/10/10	Wed 01/12/10			
198	Desktop Support Services	23 days	Mon 01/11/10	Wed 01/12/10			
205	Voice Services	17 days	Fri 22/10/10	Mon 15/11/10			
212	Applications Management Services	17 days	Fri 22/10/10	Mon 15/11/10			
219	Service Desk	13 days	Fri 22/10/10	Tue 09/11/10			
225	Network Services	17 days	Fri 22/10/10	Mon 15/11/10			
232	Server Management & Monitoring	17 days	Fri 22/10/10	Mon 15/11/10			
239	Members PC Support	17 days	Fri 22/10/10	Mon 15/11/10			
246	Procurement Services	17 days	Fri 22/10/10	Mon 15/11/10			
253	KNOWLEDGE TRANSFER STREAM	24.13 days	Thu 02/12/10	Wed 05/01/11	197		
258	ASSET TRANSFER STREAM	43.25 days	Mon 01/11/10	Thu 30/12/10			
266	3rd PARTY CONTRACT STREAM	88 days	Mon 01/11/10	Wed 02/03/11			
273	DOCUMENTATION STREAM	72.13 days	Mon 01/11/10	Wed 09/02/11			
281	EQUIPMENT & FACILITIES STREAM	51 days	Thu 30/09/10	Fri 10/12/10			
285							
286	POST EXIT REVIEW	10 days	Thu 03/03/11	Wed 16/03/11	49		

3.2 Issues/Risks

3.2.1 As expected with a project of this size, there are a number of risks identified at the outset and management and monitoring of risks form a key activity within the scope of the project.

3.2.2 A copy of the current risk register has been included as appendix A for information – however please be aware that this is a 'live' document and is reviewed regularly to identify any new risks and to close/change any existing risks.

3.3 Summary/Conclusion

3.3.1 In summary, the project is well underway, key milestones have been identified and

being met – and key project leads are already identified and are clear around their obligations/actions.

3.3.2 The project remains on target – and as yet no major issues or risks have been identified – however regular reporting to BISC/CMT will ensure all key Members and officers are aware of current progress and any emerging challenges as they occur.

4.2   Financial

4.2.1   No change from Full Council paper – however it is now planned to use the current LAGAN Case Management system to provide the Service Desk function, reducing year 1 start-up costs.

5.   Legal Implications

5.1   None identified as yet

6.   Other Implications

     a)   Equalities: None

     b)   Section 17, Crime & Disorder Act 1998: None

     c)   Section 40, Natural Environment & Rural Communities Act 2006: None

     d)   Human Resources: None

     e)   Human Rights: None

     f)   Other: [e.g. Children's Act 2004] None

7.   Alignment to Council Priorities

7.1   Your Council – Your Services – improving accessibility and availability of our services

8.   Ward/Community Affected

8.1   All (indirectly)

Background Papers

Lead Contact Officer:
Name/Post: Kevin Taylor
Telephone: 01362 656841
Email: Kevin.taylor2@breckland.gov.uk

Key Decision Status (Executive Decisions only):
[State whether Key or Non-Key decision & whether or not on Forward Plan]

Appendices attached to this report:
Risk Reg Appendix A

Ref	Author	Date Identified	Risk Description	Risk Impact	Internal/External	Time, Cost Quality Impact	Probability	Risk Mitigation Actions	Last Updated	Status	Owner
R001	Robert Sims	01/10/2010	There is a risk that the Steria Service Delivery staff do not transfer via TUPE	The knowledge will disappear and not transfer for the continuation of service	Int	H	VL	Create sufficient knowledge transfer plan to mitigate the risk of no TUPE staff	**12/10/2010**	Open	Joanne Linton
R002	Robert Sims	01/10/2010	There is a risk that the contracts associated with Breckland BC will not be novated or cancelled in time	Extra cost will be incurred due to delay	Ext	H	VL	Contracts will be novated well before the 90 day cancellation period	**12/10/2010**	Open	Robert Sims
R003	Robert Sims	01/10/2010	There is a risk that Breckland BC do not agree to the terms of the Exit Plan	The impact is that the start of the Exit project is delayed until agreement can be reached.	Ext	L	L	Breckland BC will be issued the draft Exit plan for comment.	**12/10/2010**	Open	Robert Sims
R004	Robert Sims	01/10/2010	There is a risk that Breckland BC do not allow Steria to recover its Assets (Management Servers, N/W equipment) until a long time after the Exit has been completed.	The impact is that special arrangements for the decommissioning activity may need to be made and additional costs are incurred by Steria.	Int	L	L	Hold discussions with Breckland BC as part of the regular Project Board meetings.	**12/10/2010**	Open	Robert Sims
R005	Robert Sims	01/10/2010	There is a risk of Network failures when the Remote Monitoring Service Management Servers are decommissioned.	The impact of a network failure would be on service availability	Int	L	L	Decommissioning activity to be scheduled out of hours in order to minimise service	**12/10/2010**	Open	Joanne Linton

|										
								disruption.		
R006	Robert Sims	01/10/2010	There is a risk that existing service delivery staff do not cooperate during the Exit project.	The impact will be that the transfer back in house of the Service gets delayed.	Int	L	L	All parties to regularly engage with in scope staff and to keep communication channels open.	12/10/2010	Open	Melanie Meade
R007	Robert Sims	01/10/2010	There is a risk that the 3rd party contract / supplier list is incomplete.	The impact would be for Steria potentially to have stranded costs.	Int	L	L	Early engagement of the 3rd parties management group and coordination with Regional Service manager to ensure all contract are identified,	12/10/2010	Open	Joanne Linton
R008	Robert Sims	01/10/2010	There is a risk of Annual Legislative updates to key Council systems e.g. Revs & Bens, Council Tax, NNDR, Housing etc being required during the Exit period.	Potential impact on the Exit project causing delays in achieving key activities e.g knowledge transfer, HR consultation, staff transfer etc	Ext	L	L	Close planning / monitoring of this risk as part of the regular project board meetings.	12/10/2010	Open	Joanne Linton

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Business Improvement Sub-committee

Joanne Linton
September 2010

Steria KPI overview – April 2010

KPI Overview - September 2010
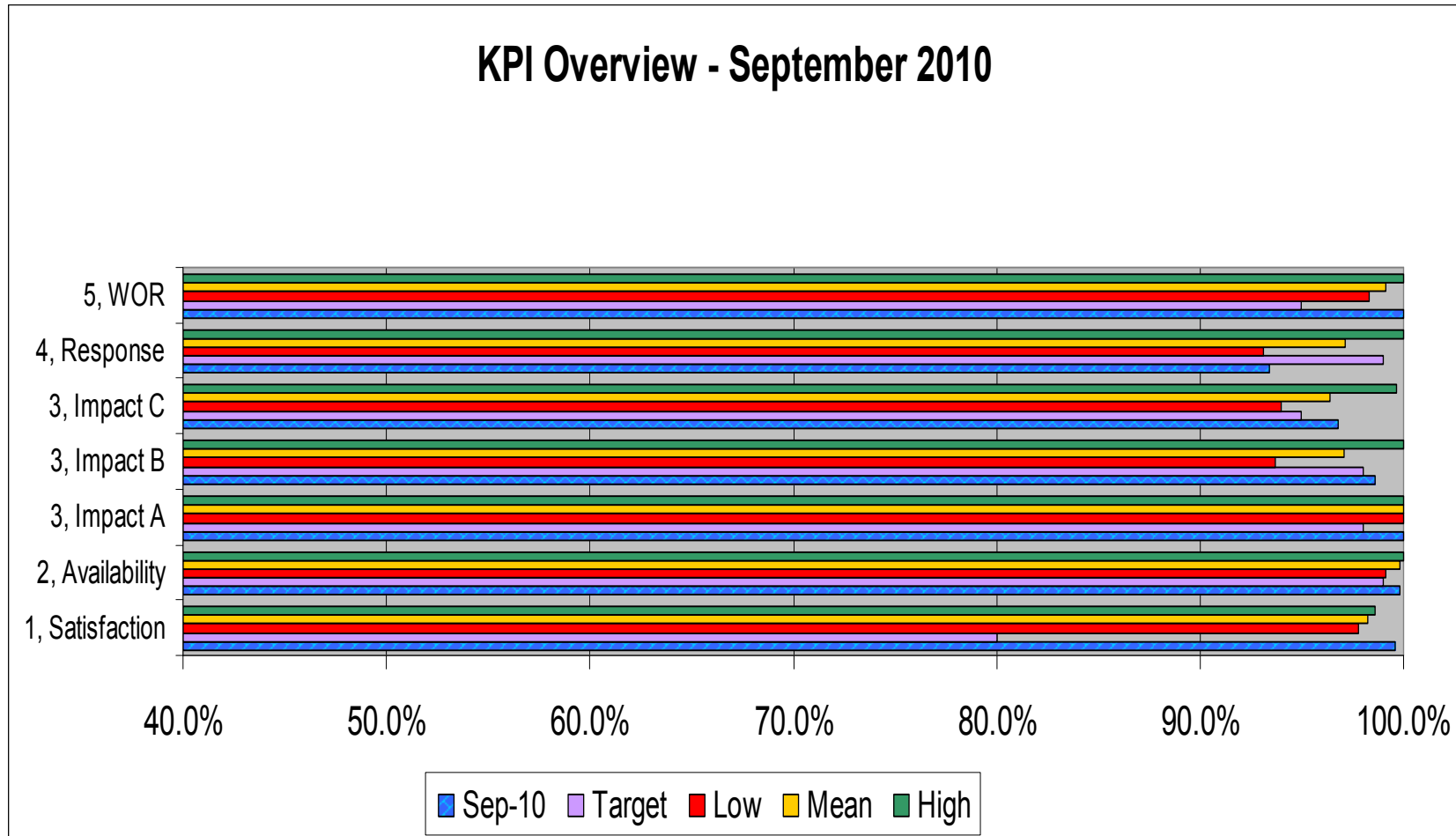
Work completed or currently in progress

➔ Test implementation and assistance on Integra upgrade IOE.

➔ Close working with ICT/ARP to develop new infrastructure and support model.

➔ Planning and implementing new Virtual environment in Dereham.

➔ Customer Service team moved from Peddars way to The Guildhall.

➔ Working with Contact centre project manager to upgrade Lagan application.

steria

BRECKLAND COUNCIL

Report to the Business Improvement Sub Committee – November 2010

Replacement of existing projectors in Anglia and Norfolk rooms

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1. **Purpose of Report**

To recommend release of funds from unapproved ICT strategy for the replacement of the three existing projectors located in the Anglia & Norfolk rooms at Elizabeth House, installation of Crestron Media Control System and Crestron wireless touch panel gateway

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2. **Recommendations**

It is recommended that the Council/Committee:

2.1 Release £14020 for the replacement of the existing three projectors located in the Anglia room and Norfolk room of Elizabeth House with new 4500 lumen Mitsubishi projectors, provision of Crestron Media Control system and Crestron wireless touch panel gateway.

Note: In preparing this report, due regard has been had to equality of opportunity, human rights, prevention of crime and disorder, environmental and risk management considerations as appropriate. Relevant officers have been consulted in relation to any legal, financial or human resources implications and comments received are reflected in the report.

3. **Information, Issues and Options**

3.1 Background

3.1.1 The existing projectors where installed in the Anglia and Norfolk rooms around 2005 as part of the original commissioning of the committee suite.

3.1.2 The projectors when purchased where not new and are now at end of feasible life due to the poor projection quality, noise and running costs.

3.1.3 Bulb and replacement part costs are increasing due to the age of the projectors.

3.1.4 Picture quality on the existing projectors has, over time, reduced to an unacceptable level especially when showing detailed diagrams such as architect's plans.

3.1.5 Support calls often require an onsite visit to resolve issues

3.1.6 Control of AV equipment is restricted to the main platform as the touch panel is hardwired and of limited functionality

3.1.7 Conclusion/recommendation

3.1.8 That Committee releases £14020 for the procurement of three Mitsubishi 4500 lumens DLP projectors, installation, cabling and integration programming. Crestron Touch panel 5.7'' docking station charger, Crestron wireless gateway, installation and system integration programming, Crestron Media Control System, Installation and integration programming.

3.2 Issues

3.2.1 This request for funding provides a solution to rectify the poor picture quality in the Anglia and Norfolk rooms. Due to the size of the conference rooms the existing projectors are no longer fit for purpose and are increasingly costing the Council to maintain in terms of bulbs and running costs.

3.2.2 Support of the existing system requires on site visits to correct programming problems or enhance system

3.2.3 Current touch panel controller is limited in functionality and cannot operate wirelessly as is hardwired to main console on raised platform in Anglia room.

3.3 Options

3.3.1 Options are as follows:

3.3.2 Option 1

Do nothing – this will not resolve any of the issues. The projectors will continue to cost considerable amounts to maintain, picture quality will remain poor and replacement bulb costs will increase as bulbs become scarcer. Remote support will not be possible and so require on site visits and control of AV equipment will only be possible from the main raised platform in the Anglia room.

3.3.3 Option 2

Release capital to procure three Mitsubishi 4500 lumens DLP projectors, installation, cabling and integration programming. Crestron Touch panel 5.7'' docking station charger, Crestron wireless gateway, installation and system integration programming, Crestron Media Control System, Installation and integration programming.

3.4 Reasons for Recommendation(s)

3.4.1 The current projectors are no longer feasible to maintain due to the high bulb and parts costs together with the poor picture quality. Power consumption is also high when compared to the proposed projectors. The proposed projectors will provide clear, high quality images with lower power requirements, longer life bulbs and a reduction in noise levels.

3.4.2 Remote support will allow for changes to the AV configuration and programming to be handled remotely resulting in a quicker turn around and a 20% reduction in maintenance costs.

3.4.3 Updated wireless controller for the AV equipment will allow greater flexibility and offer improved functionality.

4. Risk and Financial Implications

4.1 Risk

4.1.1 By replacing the existing ageing projectors the risks are being reduced as the current equipment is at end of feasible life. The installation of remote support equipment will reduce risk as action can be taken soon than is currently possible.

4.2 Financial

4.2.1 Financially the new projectors make economic sense. The proposed new projectors have bulbs which operate 3.3 times longer (5000 hours) then the bulbs in the current projectors (1500 hours). The current projectors are costing approximately £700 per year on bulbs alone. Additionally the running costs are reduced due to the energy saving features on the new projectors. In addition the installation of the remote support equipment will allow for a 20% reduction in the costs of the annual maintenance charge.

5. Legal Implications

5.1 None

6. Other Implications None

a) Equalities: None

b) Section 17, Crime & Disorder Act 1998: None

c) Section 40, Natural Environment & Rural Communities Act 2006: None

d) Human Resources: None

e) Human Rights: none

f) Other: [e.g. Children's Act 2004]: None

7.   **Alignment to Council Priorities**

7.1   Your Council – Your Services
7.2   Green Agenda

8.   **Ward/Community Affected**

8.1   [Insert name of ward(s)/parish(es) as appropriate] ALL

Background Papers
None

Lead Contact Officer:
Name/Post: Simon Stubbs
Telephone: 01362 656824
Email: simon.stubbs@breckland.gov.uk

Key Decision Status (Executive Decisions only):

Appendices attached to this report:
[List]

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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