

<b>Report To:</b>	<b>Policy and Resources Committee</b>	<b>Date:</b>	<b>23 September 2014</b>
<b>Report By:</b>	<b>Acting Corporate Director Environment, Regeneration and Resources</b>	<b>Report No:</b>	<b>ICT 23-9-14 Modernisation Update</b>
<b>Contact Officer:</b>	<b>Robert Stoakes</b>	<b>Contact No:</b>	<b>2765</b>
<b>Subject:</b>	<b>Modernisation Programme/PSN/SWAN Update</b>		

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## **1.0 PURPOSE**

- 1.1 The purposes of this report are to update Members on:-
- a) the status of the Council's ongoing Modernisation Programme,
  - b) progress with the Council's annual PSN accreditation, and
  - c) the status of The Scottish Wide Area Network programme.

## **2.0 SUMMARY**

**Modernisation Programme.** The Council's Modernisation Programme consists of:-

- Office Rationalisation
- Electronic Document Records Management System (EDRMS) Implementation
- Customer Service and Digital Access Developments
- Flexible Working Developments

- 2.1 Princes Street Office and Hector McNeil House are now open. EDRMS is implemented and flexible working arrangements (Laptops, Hot Desks, Touchdown Areas and Unified Communications) are in place for service staff. Work on Wallace Place Library progressing.
- 2.2 The new EDRM solution is now live in Revenues, Benefits and Customer Services. The NDR Team are looking to implement EDRMS + workflow automation. Initial discussions are underway with HR/OD regarding the feasibility of introducing EDRMS in that service.
- 2.3 EDRMS implementation is live in Children and Families Service – teams are now located at Princes St and Hector McNeil House. Work is progressing with Criminal Justice, Home Care and Community Care with a view to all work being completed by end of the year.

- 2.4 Work on the Kana/Lagan upgrade and web site redesign is progressing. ICT have engaged with the Improvement Service regarding the MyAccount national authentication system and the On Line Schools Payment project.
- 2.5 BYOD pilot in Clydevview Academy – The pilot evaluation report has been submitted to CMT, recommending further roll out of BYOD facility to schools upon request. Tablet devices are being trialled in Education Services. Summary feedback is positive with many issues being identified and progressed in the early stages.
- 2.6 Princes Street Office and Hector McNeil House moves completed and flexible working arrangements are now in use. Ultra-Portable Laptops have been deployed to relevant flexible workers in both locations.

#### **PSN Accreditation Update**

- 2.7 The Public Services Network provides the Council with secure access to a number of services provided by National and Regional Government departments. The Council is accredited annually against a code of connection. ICT continue to work through the compliance action plan and a significant number of the actions identified have now been completed. It is expected that all remaining actions will be completed prior to the re-accreditation date of 1st December 2014.

#### **Scottish Wide Area Network**

- 2.8 The Scottish Wide Area Network (SWAN) Programme will deliver a single public service network available for use by any public sector organisation within Scotland. Initially, SWAN will deliver core network infrastructure and connectivity services. i.e. The basic network infrastructure and local circuits required to connect users to the Council's network.
- 2.9 The SWAN contract was awarded in early 2014 and following this, ICT engaged with NHS National Services Scotland (as contract managers) and Capita to initiate discussions on the Council's migration to SWAN. At present, dialogue between ICT and Capita is proceeding at a detailed level and exact circuit requirements and prices are being refined on a like for like basis.
- 2.10 Current discussions with SWAN and Capita indicate a significant increase in costs, compared to the Council's existing WAN contract, in the main caused by the annual NSS shared service and management charges. A budget pressure report has been submitted to CMT.

### **3.0 RECOMMENDATIONS**

- 3.1 That the Committee note the good progress being made on the ICT initiatives covered in this report.

**Robert Stoakes**  
**Transitional Head of ICT**

## **4.0 BACKGROUND**

4.1 **Modernisation Programme.** The Council's Modernisation Programme consists of:-

- Office Rationalisation
- Electronic Document Records Management System (EDRMS) Implementation
- Customer Service and Digital Access Developments
- Flexible Working

### **4.2 Office Rationalisation.**

4.3 Princes Street Office – Now Open – EDRMS implemented & flexible working arrangements (Laptops, Hot Desks and Unified Comms) in place for service staff.

4.4 Hector McNeil House - Now Open – EDRMS implemented & flexible working arrangements (Laptops, Hot Desks, and Unified Comms) in place for service staff.

4.5 ICT support staff are on site for post implementation support.

4.6 Work on Wallace Place Library progressing – Education, Libraries, E&CS moves likely during October/November 2014.

### **4.7 EDRMS Implementation.**

4.8 **Corporate.** The new EDM solution is now live in Revenues, Benefits and Customer Services. Final additional integration work is now progressing between the EDRMS and Atlas.

4.9 The NDR Team is looking to implement EDRMS + workflow automation.

4.10 Initial discussions underway with HR/OD regarding the feasibility of introducing EDRMS in that service.

4.11 **CHCP.** EDRMS implementation in CHCP is progressing well. Live in Children and Families Service – teams located at Princes St and Hector McNeil House.

4.12 Work is progressing with Criminal Justice, Home Care and Community Care with a view to all work being completed by end of the year. This includes office moves and all live files being managed electronically. All closed files with long retention periods will have been scanned and physical records destroyed.

4.13 Work is also progressing to identify suitable storage locations for the temporary storage of CHCP paper files that have a short retention period, until they reach their destruction date.

4.14 Back scanning of Criminal Justice files is complete.

### **4.15 Customer Service & Digital Access.**

4.16 **Web Site Redesign.** Work on the web site redesign with Web Labs progressing. A new core web team has been agreed and content authors in services are being identified. Initial meetings have been held to start the migration of content from the existing web pages.

- 4.17 **Kana/Lagan Upgrade.** The new software has been installed on virtualised servers and a copy of existing live database has been restored for setup/testing purposes.
- 4.18 SVC data cleansing work is now close to meeting expected quality targets.
- 4.19 Weekly project meetings are being held with Kana via telephone conference to monitor progress.
- 4.20 Roads Fault Reporting – Ongoing meetings with service to document existing processes and develop an approach.
- 4.21 ICT have engaged with the Improvement Service regarding the MyAccount national authentication system and On Line Schools Payment project.
- 4.22 **Flexible Working.**
- 4.23 Flexible working aims to improve productivity, reduce office accommodation requirements and minimise travel time and costs by allowing employees to work from a number of Council locations, by giving access to email, calendars, telephony services and the normal range of network access to files, folders and records from any office on the network.
- 4.24 **Education.** Educational Psychologists have been working flexibly for over a year. Live scanned records have now been migrated fully to a locally developed Sharepoint solution, so that the unsupported Opentext system can be decommissioned.
- 4.25 BYOD in Clydevview Academy – Full pilot evaluation report has been submitted to CMT, recommending further roll out of BYOD facility to all primary, secondary and ASN establishments in Inverclyde upon request.
- 4.26 Tablet devices being trialled by 'More Choices More Chances'. Summary feedback is positive with many issues being identified in the early stages. The teams have worked together to resolve these issues. Access to SEEMIS is problematic, as it does not currently support Windows 8.1 devices.
- 4.27 Educational Psychologists have two tablets on trial. Feedback generally good. Some issues with user familiarity and network access from some areas.
- 4.28 **CHCP.** Port Glasgow move completed. EDRMS implemented and flexible working arrangements in use.
- 4.29 Hector McNeil House move completed bar Criminal Justice service – planned for mid/late September. EDRMS implemented and flexible working arrangements in place.
- 4.30 100 Ultra-Portable Laptops deployed to flexible workers moving to Hector McNeil House.
- 4.31 **Corporate.** Tablet device trials - Corporate Management.
- 4.32 Tablet devices issued on trial by Chief Executive & PA, 1 Corporate Director, Head of ICT, 1 Service Manager.
- 4.33 **PSN Accreditation Update**
- 4.34 The Public Services Network provides the Council with secure access to a number of services provided by National and Regional Government departments.
- 4.35 All public bodies that wish to access PSN services require to be accredited by The Cabinet Office. The Council was awarded its PSN Accreditation on 31st July 2013.

- 4.36 In April 2014, as part of an exercise to smooth their own workload, the Cabinet Office advised the Council that their re-accreditation date was to be revised from 1st August to 1st December 2014.
- 4.37 ICT developed a compliance action plan and a significant number of the actions identified have now been completed. It is expected that all remaining actions will be completed prior to the re-accreditation date of 1st December 2014. Progress against the detailed action plan is reported to CMT.
- 4.38 It should be noted that the ICT Technical Team Leader, as lead officer for the work, and the Information Governance Group continue to play critical roles in ensuring the Council meets its compliance requirements.
- 4.39 **Scottish Wide Area Network**
- 4.40 **Inverclyde Council Wide Area Network Contract** - The Council's existing wide area network contract with Virgin Media commenced in June 2006. The original contract duration was 5 years with options to extend for 3 additional years.
- 4.41 Policy & Resources Committee (19 November 2013 - ICT 11-13 WAN Contract) approved a request to extend the Virgin Media contract for up to 18 months beyond the original 8 years, due to the imminent award, at that time, of the national Scottish Wide Area Network (SWAN) contract.
- 4.42 A 12 month extension was agreed with Virgin Media and this is due to expire at the end of May 2015, although the Committee approval allows for a further 6 months if required.
- 4.43 **What Is SWAN?** The Scottish Wide Area Network (SWAN) Programme will deliver a single public service network available for use by any public sector organisation within Scotland.
- 4.44 Initially, SWAN will deliver core network infrastructure and connectivity services. i.e. The basic network infrastructure and local circuits required to connect users to the Council's network.
- 4.45 Ultimately, savings will be generated across a range of council services by the nationwide sharing opportunities that will be offered across the SWAN infrastructure.
- 4.46 Inverclyde Council's position regarding SWAN has always been supportive, assuming acceptable pricing, and ICT engaged with the SWAN Project Team at a very early stage, signing the SWAN Expression of Interest document in April 2013.
- 4.47 **Current Position with the SWAN Contract.** The SWAN contract was awarded to the Capita/Updata consortium in early 2014. Following the award of contract, ICT engaged with NHS National Services Scotland (as contract managers) and Capita to initiate discussions on the Council's migration to SWAN.
- 4.48 At present, dialogue between ICT and Capita is proceeding at a detailed level and exact circuit requirements and prices are being refined iteratively, on a like for like basis. Capita are also in negotiation with Virgin Media regarding gaining access to their existing exchanges within the Inverclyde area.
- 4.49 **SWAN Pricing.** The proposed SWAN costs break down into three areas.
- a) One-Off Implementation/Transition Costs
  - b) Annually Recurring Circuit Rental Charges

c) Annually Recurring NSS Shared Service and Management Charges

- 4.50 Current discussions with SWAN and Capita indicate a significant increase in costs, compared to the Council's existing WAN contract, in the main caused by the annual NSS shared service and management charges. A budget pressure report has been raised at CMT.
- 4.51 It has become apparent that Inverclyde and the four other councils contracted with Virgin Media for WAN services will be unlikely to make any immediate savings on the network infrastructure itself and will be faced with increased annual charges.
- 4.52 **High Level Options.** Through due diligence, there are a number of alternatives to consider at this time, although SWAN adoption remains the most likely choice. A further report will be developed for CMT by the end of October.

## 5.0 IMPLICATIONS

### Finance

#### Financial Implications:

##### One-Off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report	Virement From	Other Comments

##### Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect From	Annual Net Impact	Virement From (if applicable)	Other Comments

### Legal

- 5.1 There are no known legal implications.

### Human Resources

- 5.2 There are no known HR implications.

### Repopulation

- 5.3 There are no known repopulation implications.

## 6.0 EQUALITIES

- 6.1 Has an Equality Impact Assessment been carried out? **YES** **NO** ☒

This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required.

## **7.0 CONSULTATIONS**

7.1 Relevant detailed reports have been submitted to CMT.