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## REVIEW OF THE ICT CONTRACT

### 1 PURPOSE OF REPORT

- 1.1 This report is an interim report and contains the Members of the Review Committee project team's observations on the information provided to them during their review of the Council's ICT contract.

### 2 INTRODUCTION

- 2.1 The topic for review was first suggested during the last municipal year and the first meeting of the team took place in March 2017. Since then a further two meetings have been held, during which time the ICT contract has moved from Capita (old supplier) to Eduserv (new supplier). Minutes of these meetings are appended to this report.

### 3 GENERAL

- 3.1 ICT at Rochford District Council (RDC) was outsourced to a company called Capita who were based on site and acted as if they were RDC's technical ICT section. Capita were responsible for installation, support, maintenance and removal of all hardware and software as defined within the contract. They were also responsible for the network and infrastructure. All of the hardware and software is owned by RDC.
- 3.2 This contract ran out in March 2017 and there has been a transition period where the responsibility for some parts of the service (network and infrastructure) has been transferred to the new supplier, Eduserv, and the day to day support of the system has been brought back in house.
- 3.3 RDC also has support/maintenance agreements and licences for specific software (for planning, environmental health, etc.) and hardware with a number of third-party companies.
- 3.4 As part of the new contract with Eduserv the Council's ICT will be migrated to the Azure Cloud, and then Microsoft Office 365 will be rolled out to users.
- 3.5 There was no handover of information on infrastructure or scripts from Capita to Eduserv as, under the former contract, this was Capita's property. This has caused issues when running the system, as RDC has had to rely on engineers from other local authorities for support, or pay for assistance from Eduserv. Under the new contract this information is owned by RDC.
- 3.6 Under the original agreement with Capita the onsite engineer was to be TUPED over to the Council; however, the engineer left Capita prior to the transfer. RDC has had to use other less experienced staff, along with paying other authorities for their staff's expertise, when a need has been identified.
- 3.7 In addition, it was identified that certain of the Council's third party software was not of a sufficient version that it could be transferred to the Cloud straight

away. These versions of third party applications that RDC uses have had to be brought up to date to allow for migration to the Cloud to take place.

- 3.8 Due to the imminent move to 0365 it has been decided not to spend too much money on current outlook problems although, with the help of Eduserv, the IT team have managed to resolve some of these issues.
- 3.9 The use of the “Good” software to allow mobile devices and tablets to access Council emails was to meet Cabinet Office requirements on security. With the introduction of Microsoft Office 365 the use of this software is not required to access emails and the project team were concerned that this still met Cabinet Office requirements.
- 3.10 The Data Centre move was agreed at Council on 25 April 2017 and took place on 29 September 2017. The migration to the Cloud is being carried out under the original agreed contract terms. Originally, the Azure migration and move to 0365 were set to take place by 1 April 2017 and the dates for these have now moved to July 2018.

#### **4 CRIME AND DISORDER IMPLICATIONS**

- 4.1 None.

#### **5 ENVIRONMENTAL IMPLICATIONS**

- 5.1 None.

#### **6 PARISH IMPLICATIONS**

- 6.1 None.

#### **7 EQUALITY AND DIVERSITY IMPLICATIONS**

- 7.1 None.

#### **8 RECOMMENDATION**

- 8.1 It is proposed that the Committee **RESOLVES** to note the work of the project team to date.

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