
ICT CONTRACT UPDATE

1 PURPOSE OF REPORT

- 1.1 To report on the findings of the independent review which was undertaken by the Head of ICT at Suffolk Coastal and Waveney District Council, and to provide a project status update, including Eduserv's Plan B cost Profile.

2 INTRODUCTION

- 2.1 Following a decision made at the meeting of Full Council on 25 April 2017 the ICT migration project has been conducted concurrently with an independent expert review.

3 INDEPENDENT REVIEW

- 3.1 The East of England Local Government Association (EELGA) was approached and asked to recommend an appropriate specialist able to carry out an independent review of the Council's ICT migration project.
- 3.2 The EELGA recommended the Head of ICT for Suffolk and Waveney Council, Ann Carey, who had led on a number of complex projects similar to Rochford District's own experience, including exiting from a Capita contract and moving servers and applications from two to one data centres.
- 3.3 Given the short time period and the complexities a deep dive audit into this project would take a considerable amount of time to complete. However, the reviewer has been able to draw on their many years of experience and has produced a high level Gap observation to challenge Eduserv's conclusions on how they will deliver Plan B 'Lift and Shift', and the cost profile.

4 OBSERVATIONS AND CHALLENGES (INCLUDING EDUSERV'S RESPONSES)

- 4.1 The observations and challenges identified in the review of the project are appended.
- 4.2 Given the urgency of ensuring that transfer of the responsibility for managing the Council's ICT systems is achieved within a six month timescale, the consultant's conclusions have been discussed in detail with Eduserve and their responses are also set out in the appendix.
- 4.3 The resources required to deliver the project have been reviewed in detail by the Council's Section 151 officer in discussion with Eduserve, taking into account the advice provided in the report to Council on 25 April. The conclusions from these discussions are set out in section 6 of this report.

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- 4.4 In order to ensure that the Council has sufficient control over the delivery of the migration project, a project manager with suitable experience has been appointed to see the project through to a conclusion.

5 RISK IMPLICATIONS

- 5.1 Should the project stop and a further extension be required from Capita there would be significant cost implications. As reported to the Executive on 13 July 2016, this would come at a substantial cost to the Council estimated to be in the region of an 100% uplift on current monthly charges. As an example a 3 month delay could cost in the region of £100,000.
- 5.2 During physical 'Lift and Shift' there is a risk that systems become corrupted or deleted. Strict project controls and backups need to be in place to mitigate this risk. With Eduserv's data centre in Swindon being very close to the Ark in Corsham, approximately 30 minutes away, the risk of an incident occurring is reduced.
- 5.3 Due to the number of unsupported servers doing nothing is not an option. Whilst Capita are at present undertaking best endeavours to manage the Council's infrastructure, a move to Eduserv's Data Centre will offer more infrastructure capacity and resilience.

6 RESOURCE IMPLICATIONS

This section of the report is exempt.

7 LEGAL IMPLICATIONS

- 7.1 The parties would sign a form of agreement to confirm delivery of Plan B in accordance with an agreed timeline. The Council would be entitled to rights and remedies for failure to comply with the agreement.

8 RECOMMENDATION

- 8.1 It is proposed that Council **RESOLVES**

- (1) To agree to continue with Plan B and the full migration to the Azure Cloud as per the contract arrangements with Eduserve.
- (2) **Exempt.**



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Background Papers:-

None.

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Appendix

The appendix is exempt