

Appendix 4: Chamberlain’s Department SWOT Analysis

Strengths	<ul style="list-style-type: none"> • Income generation • Insourcing of Agilisys contract – greater control over our Digital Future
Weaknesses	<ul style="list-style-type: none"> • The loss of key skills and knowledge following the TOM • Loss of key members of staff during Agilisys TUPE process • Silo working across Institutions
Opportunities	<ul style="list-style-type: none"> • Income generation, process improvement/ efficiencies in progress • Greater collaboration with Institutions • ERP project
Threats	<ul style="list-style-type: none"> • Change to Business Rates Retention Scheme • Financial pressures • Staff retention with the current Corporation’s recruitment package affected by local/national labour markets • The new Procurement Act 2024 which will require a refresh of the City’s policy and process • PSTN switch-off