

Board:	Date(s):	Item no.
Information Systems Sub Committee	22 nd October 2013	
Subject: Progress Report on Key Projects	Public	
Report of: Chamberlain	For Information	
<p><u>Summary</u></p> <p>This report summarises the progress made on current projects and pipeline projects. It provides a summary of the progress made on the delivery of key IS projects which were considered to be the most critical for the IS Strategy Board to monitor.</p> <p>Recommendation</p> <p>That the report be received.</p>		

Main Report

Background

1. This report provides a short progress update on the most significant projects, along with the RAG status and completion dates. The report also includes an indication of the direction of travel of RAG status and information on staff hours to complete projects.
2. The report refers to the IS Stage for each project as per the agreed IS governance processes. These stages are shown in the IS Stage Gate summary in Appendix A. Separate reports have been developed for active and pipeline projects.
3. IS governance processes closely match the Corporate Gateway project procedure, as highlighted in Appendix A. Projects will follow the IS governance processes as per the following guidelines:

Capital and Supplementary Revenue projects < £50k
Routine Revenue projects < £250k
Routine Revenue projects < £250k

Corporate Gateway project procedure will be followed for all other projects.

4. The report splits project budget into Capital and Revenue along with a Budget RAG status.

5. The report includes estimated and actual IS Staff days for new projects that has been formally established within the work programme. Estimates for previously existing projects are not included.

Current Position

6. There are currently 14 key projects in IS Division which includes 12 live projects and 2 projects in the pipeline.
7. Of the active projects, no projects are rated as “red”, 1 project is rated as “amber” and 11 projects are rated as “green”.
8. Of the pipeline projects, no projects are rated as “red” or “amber” and 2 projects are rated as “green”.

Contact:

Graham Bell

graham.bell@cityoflondon.gov.uk



RAG Status Definitions





RAG Categorisation	Project Status
Red	The Project will not be completed within the agreed budget, timetable or specification and a decision will be required on how to proceed
Amber	The project is in danger of not being completed within the agreed budget, timetable or specification but action is being taken to ensure that the project will be delivered within agreed limits
Green	The project will be delivered on budget, time and to the agreed specification




Direction of Travel:


The Direction of travel indicator compares current information with the last report. Up arrow is improvement, down arrow is deterioration and horizontal arrow means no change. Colour of the arrows represents the RAG status the project has moved into in this reporting period.

Current IS Projects – status report

Projects 2012 - 13	IS Stage / Gateway	Previous period RAG status	Current period RAG status	Direction of Travel	Project Manager	Project Sponsor	Planned completion date	Current completion date	Original Capital budget	Original Revenue budget	Budget RAG status	IS Staff days (Budget / Actual)	Notes
City of London web site Phase 3	Plan & Build	White	Green	(green) 	David Hunt	Susan Attard	Dec-13	Dec-13	N/A	N/A	N/A	Not specified *	Following completion and closure of web site Phases 1 and 2, the business has highlighted additional requirements to be delivered. Phase 3 will cover part of these requirements and will be managed through the IS governance processes. Developments on City of London Police web site will be included as part of Phase 3.
Social Care Replacement Service	Gateway 7	Green	Green	(green) 	Darren Read	Chris Pelham	Apr-13	Sep-13	£174k	£30k	Green	Not specified *	Since the last report, the Social Care Replacement Service went live on 1st August, with excellent feedback from end users. Gateway 7 Outcome report preparation is currently underway for submission to DCCS Grand Committee and subsequently to Projects Sub Committee in Nov 13.



Projects 2012 - 13	IS Stage / Gateway	Previous period RAG status	Current period RAG status	Direction of Travel	Project Manager	Project Sponsor	Planned completion date	Current completion date	Original Capital budget	Original Revenue budget	Budget RAG status	IS Staff days (Budget / Actual)	Notes
<p>The Project successfully went live on 1st August, with a budget underspend of £7,099. A month of intensive support and system monitoring has been undertaken throughout September. Feedback from end users has been extremely positive, and system monitoring has shown a vast improvement in accuracy of client records and system usage. Lessons learnt has been completed and Gateway 7 closure report being produced for submission to DCCS Grand Committee and Projects Sub Committee in Nov 13.</p>													
Committee Management Software (modern.gov)	Closed	Green	Green	(green) 	Sorabh Arora	Simon Murrells	May-12	Jun-13	£30k to £50k	n/a	Green	Budget: 35 (0.2 FTE)	<p>Since the last report, this project has been closed following acceptance from Susan Attard, Simon Murrells and Lorraine Brook.</p> <p>However, as part of BAU modern.gov.is currently being reviewed by the Chief Technology Officer with Committee Services.</p>
Corporate Disaster Recovery Centre - Relocation (Phase 1)	Closed	Green	Green	(green) 	Ajit Upadhya	Chris Anderson	Dec-12	Jun-13	£73k	n/a	Green	Not specified *	<p>The final round of user acceptance testing in July was run successfully and it was agreed that any follow up issues will be addressed as operational issues.</p> <p>Project closure was accepted by IS Projects Board in Aug 13.</p>
Tower Bridge Ticketing and Retail Management	Plan and Build	Amber	Amber	(amber) 	Wanda Serafin	Jamie Bottono	Apr-13	Nov -13	£25k	n/a	Green	Not specified *	<p>The completion date was moved from Jul 13 to Oct 13 as the Project Sponsor, Jamie Bottono, wanted to avoid any adverse impact on visitor numbers during the busy holiday period.</p> <p>There have been further delays with some contractual issues that have now been resolved.</p> <p>Due to these delays, the completion date has been moved into Nov 13.</p>
Managed Print Service	Closed	Green	Green	(green) 	Ajit Upadhya	Colin Ashcroft	Jun-12	Jun-13	n/a	n/a	Green	Not specified *	<p>Worked successfully with COL departments and supplier, Konica, for a print service for the organisation that provides the savings agreed with the Finance Committee.</p>

Projects 2012 - 13	IS Stage / Gateway	Previous period RAG status	Current period RAG status	Direction of Travel	Project Manager	Project Sponsor	Planned completion date	Current completion date	Original Capital budget	Original Revenue budget	Budget RAG status	IS Staff days (Budget / Actual)	Notes
													The project closure was accepted by IS Projects Board in Jul 13.
Management Dashboards (Phase 2) - includes dashboards for Energy, Money and SRS.	Energy – Closed Money – Closed SRS – Closed	Green	Green	(green) 	Mahesh Gobindram	Peter Lisley	Energy – 14/03/13 Money – 27/03/13 SRS – 14/05/13	Energy – 02/05/13 Money – 30/05/13 SRS – 06/06/13	£112k	n/a	Green	Not specified *	The closure of Energy Management Dashboard was reported to the Committee in the Jun 13 report. Since the last report, both the Money and SRS Management Dashboard projects have been closed and accepted by IS Projects Board in July 13.
Network Refresh	Plan & Build	Green	Green	(green) 	Andy Goodey	Chris Anderson	Dec 13	Dec 13	£0	n/a	Green	Not specified *	Following transfer of this project to Agilisys a project review is planned. This will confirm the resource required to complete project within agreed timescale and to adjust available resources as required. Progress is being made with site visits and installations. Testing of pilot due to commence shortly. As expected, some sites are throwing up significant although not entirely unexpected challenges. The physical survey at Burnham Beeches identified £136,000 excess charge for civil works. Where such issues arise we will review and seek to identify alternate solutions.
Wide Area Network upgrade	Corporate Gateway 7	Green	Green	(green) 	Chris Anderson	Graham Bell	Jan-12	Oct-13	£170k	n/a	Green	Not specified *	Since the last report, the Wide Area Network upgraded as part of this project has been successfully rolled

Projects 2012 - 13	IS Stage / Gateway	Previous period RAG status	Current period RAG status	Direction of Travel	Project Manager	Project Sponsor	Planned completion date	Current completion date	Original Capital budget	Original Revenue budget	Budget RAG status	IS Staff days (Budget / Actual)	Notes
													out across the organisation. Gateway 7 Outcome report has been prepared and has been submitted to Projects Sub Committee and Finance Committee to be held in October 2013.
SharePoint Phase 2 Team sites	Close and review	Green	Green	(green) 	Ellen Murphy	Graham Bell	n/a	Oct-13	n/a	n/a	Green	Not specified *	The project for setting up Team Sites for Summit Group and Corporate PMO was approved by IS Projects Board in May 13. These sites were setup in June 13 and are currently being monitored with regards to performance. This project is due for closure in Oct 13

* Not specified during project initiation

IS Pipeline projects review

Pipeline 2012 - 13	IS Stage / Gateway	Previous period RAG status	Current period RAG status	Direction of Travel	Project Manager	Project Sponsor	Planned completion date	Current completion date	Original Capital budget	Original Revenue budget	Budget RAG status	IS Staff days (Budget / Actual)	Notes
Oracle ERP (R12)	Corporate Gateway 5	Green	Green	(green) 	Marcus Denton	Chris Bilsland	Oct-13	Dec-13	£1.5m	n/a	Green	Not specified *	<p>A proof of concept was undertaken as pilot in Jul/Aug to establish if Oracle Property Manager has the requisite functionality to replace Manhattan. This pilot successfully concluded that the Oracle Property manager module has the capability to support City's property business.</p> <p>The tender process commenced in early September as planned to select a systems partner to upgrade and implement new modules and tender publishing was on target.</p> <p>Outsourced Managed Service Provider that will be procured simultaneously with the R12 upgrade.</p> <p>Mid Tender review confirmed Tender participants to provide assurance of correct understanding of requirements and confirmed ability to submit in accordance to the tender timescale (tender close 18th October)</p> <p>Tender instructions include a requirement for business case to be developed for a Oracle HR implementation</p>
IS Sourcing Review Phase 3	Transition to live operations	Green	Green	(green) 	Graeme Quarrington-Page	Graham Bell	Aug-13	Aug-13	n/a	n/a	n/a	Budget: 2300 days Actual: 2319 days	<p>Contract signed on 30th August which completed the procurement phase of the programme.</p> <p>Managed Service started on 1st September, with the TUPE transfer of 29 permanent IS staff.</p> <p>Transition programme phase has started, which is expected to run until December 2013.</p>

The contract was finalised during August and was signed by both parties on the 30th August. A total of 29 City staff transferred under TUPE to Agilisys on 1st September. The existing 18 contract staff has been retained, now working for Agilisys.

The programme now moves into Transition, with 7 key improvement projects underway. These are expected to run through to December 2013, although the transfer to cloud-based server and storage will continue into 2014 to ensure changes fit in with planned system upgrades (mainly Oracle R12).

* Not specified during project initiation

Appendix A – IS Stage Gate summary

