Committee(s):	Date(s):	Item no.
Information Systems Sub Committee	22nd October 2013	

Subject:	PUBLIC
IS Managed Service Governance Solution	
Report of:	For Decision
Chief Information Officer	

Summary

To support its changing technology management environment and resources, IS Division is preparing to establish an outsourcing governance structure to foster effective technology partner relations, control risks and achieve the planned savings and value from their outsourced contract with Agilisys Limited. The objective is to introduce a scalable governance solution ready for the Managed Service, utilising IS Division's strong managerial and technological capabilities, but also understanding the further development of robust contract management and supplier performance oversight.

The Strategic Vendor Management Team (SVMT) are developing a governance model in conjunction with Agilisys that adapts standard industry processes for the Corporate environment. This approach calls for developing and structuring a joint outsourcing governance solution utilizing both internal and external capabilities and strengths.

As part of the service transition activities with Agilisys, we are in the process of agreeing a structure (see attached diagram) that incorporates all four governance disciplines:-

- Performance Management of services and projects

- Financial Management (invoice management, service credits, financial analysis and planning, contract pricing adjustments)

- Relationship Management, i.e. maintaining an effective partnership, capacity/capability planning

- Contract Management

The structure enables a joint approach to strategic guidance and escalation paths as defined in the Contract. The SVMT are currently in consultation with Agilisys and IS Senior Management via a discussion paper to define detailed terms of reference linked exclusively to the purpose and scope of the governance boards. We plan to conclude this consultation by 26 October 2013 and achieve Senior Management Team approval for the new structure by 1 December 2013. Implementation of the model will commence immediately thereafter.

For further information please contact : -

Chris Anderson
Chief Technology Officer
IS Division
020 7332 3275