Committee:	Date:
Information Systems (Finance) Sub Committee	21st Jan 2014
Subject: **IS Sourcing Review – Closure Report**	**Public**
Report of: **The Chamberlain**	**For Information**

Summary

Following the completion of the IS Sourcing Review procurement and the award of the contract to Agilisys Ltd, a 3 month period of service Transition commenced on the 1st of September 2013.This transition was complete on the 2nd of December and the contract has now moved into live operation.

There are also a number of improvement projects underway which will continue through 2014. These will further enhance the provision of our service and support the delivery of the IS Strategy.

This report summarises the work done during the transition period, the improvement projects and closes the IS Sourcing Review.

Recommendation

Members are asked to:

- Note the Report

Main Report

Background

1. The procurement project within the IS Review was completed in September 2013, with the award of the IS Managed Services contract to Agilisys. Their bid detailed a 3 month Transition period from the start date of 1st September through to end of November 2013. This transition period is the final activity to be undertaken by the IS Sourcing Review and its completion marks the closure of this Review.

2. A number of key deliverables are identified in the Transition programme. These include:

    a. Successful transfer of City of London staff to Agilisys.

    b. Agreement on a governance process to manage the strategic partnership with Agilisys.

c. Ensuring the transfer of key system and organisational knowledge is complete before any short-term contract staff leave.

d. The plans and outcomes for the 7 Improvement Projects are agreed by the City.

e. Documents are delivered to the City to cover; a Security Management Plan, Business Continuity & Disaster Recovery Plan, and a Contract Exit Plan.

Current Position

3. Staff Transfer – A total of 28 permanent staff [1]where transferred successfully under the Transfer of Undertakings for the Protection of Employees (TUPE). No staff resigned as a result of the transfer. A total of 18 contractors (filling vacant posts) where transferred at the start of the contract, with Agilisys managing a phased reduction in this number during the Transition period.

4. Governance process – A comprehensive series of regular meetings have been agreed. This cover Executive meetings (Members and Chief Officers) Strategic (IS Strategy Board) and a number of Operational groups.

5. Knowledge Transfer – Agilisys are working to a planned approach to ensure key knowledge is transferred from contract staff and between ex-City employees and Agilisys, to ensure a high level of service continuity.

6. Improvement Projects – Agilisys proposed 7 projects as part of their bid, to improve on key areas of the City's technical infrastructure and processes. The projects are;

   I. Migration to a Cloud-based, Infrastructure as a Service (IaaS) model.

   II. Moving the IS Service Desk to a shared facility in Barking.

   III. Implementation of a new Service Desk system – Hornbill.

   IV. Deployment of an End Point Management system – IEM.

   V. Deployment of a self-service password reset system – FastPass.

   VI. Implementation of a 24hr system monitoring system – Solarwinds.

   VII. Implementation of ITIL Service Management framework.

7. Successful completion of the Transition phase links to a schedule of payments to Agilisys. This consists of two payments, one at the end of September and a final payment at the completion of Transition. As of the 4th of December the Chief Information Officer has determined that all elements of the Transition have been satisfactorily completed, and the final payment has been approved.

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[1] The original total of 29 was reduced by 1 due to a member of staff retiring.

Next steps

8. The contract with Agilisys contains schedules covering Service Level Agreements and sets out the metrics (Critical Performance Indicators) by which their performance will be measured.

9. These indicators come into effect once certain criteria are met, namely the successful implementation of the following key service improvement projects or at the latest, 9 months from the start of the contract;

    a. Implementation of ITIL framework - August 2014.

    b. Migration to a Cloud-based infrastructure (IaaS) model – June 2014.

    c. Implementation of Solarwinds monitoring system – March 2014

10. Continual development of the partnership with Agilisys will consider other services currently provided by IS Division for inclusion in the contract. Opportunities for extending the Managed Services contract into to other areas of IT/IS provision within the organisation will also be examined.

Conclusion

11. Following the contract start in September, a period of service transition has been successfully completed, and the full operational service is now managed by Agilisys.

12. This concludes the Phase 3 IS Sourcing Review and this report marks the closure of this project.

Appendices

- Appendix 1 – Agilisys Improvement projects

Background Papers:

Information Systems Sub (Finance) Committee – 2nd October 2012
   IS Review (Sourcing Options) Progress Report

Information Systems Sub (Finance) Committee – 5th November 2012 &
Finance Committee – 6th November 2012
   IS Review Phase 3 (Sourcing Options) – Procurement Path

Information Systems Sub (Finance) Committee – 19th February 2013
IS Review Phase 3 (Sourcing Options) – Outcome of Pre-Qualification Questionnaire Evaluation

Information Systems Sub (Finance) Committee & Finance Committee – 18th June 2013
   Tender for IS Managed Services

Finance Committee – 23rd September 2013
Tender for IS Managed services – Completion of procurement project

Graeme Quarrington-Page
IS Review Programme Manager

T: 020 7332 3991
E: graeme.quarrington-page@cityoflondon.gov.uk

Appendix 1. Agilisys Improvement Projects.

Agilisys have identified seven mandatory transformation projects, included within their service price, by drawing on their experience of delivering similar IT/IS services to other local authorities, providing the toolsets that are essential to achieve the outcomes required by the City:

- Delivery of the City's IS Strategy objectives, with respect to the required outcomes from outsourcing service delivery

- Achieving effective operational delivery of IT/IS services and associated infrastructure

- Building an integrated support model with Agilisys.

A simple overview of each project is provided below.

1. Infrastructure as a Service (IaaS)

The migration to IaaS will provide improved resilience and stability and enable utility computing, allowing for the decommissioning of the Guildhall data centre and replacement of the current Disaster Recovery (DR) data centre in the future.

2. IS Service Desk move

Merging teams with the East London-based Agilisys Service Desk will deliver the standardisation of best practice processes, knowledge transfer, and skills development.

3. Hornbill - Service Management Tool (SMT) implementation

Deployment of the Agilisys SMT will enable ITIL processes to be embedded, improve reporting and deliver an online knowledgebase and a City branded self-service portal for end users. The tool will provide accurate tracking and recording of all Incidents, Problems and Changes across the service, and will provide transparency across all service related transactions so that end users can readily determine the status of any logged call.

4. End-Point Management (IEM)

Implementing Endpoint Management will enable a standardised approach to end-user device management with the City so that pre-packaged applications, patches and fixes do not need to be re-created. The tool also includes improved asset management and licensing tracking.

5. FastPass – Online Password Reset

Implementation of FastPass, integrated into the SMT, will further enhance the user self-service experience and improve the efficiency of the Service Desk.

6. Solarwinds Dashboards

This tool provides a comprehensive monitoring and reporting capability for applications, infrastructure and connectivity.

Agilisys will deploy dedicated instances of the Solarwinds Orion monitoring suite into the City of London. These platforms will be integrated with other systems to provide a single view of the City's service and enabling the tracking of availability and capacity against assets and service information.

7. ITIL Service Management Framework (SMF)

The SMF ensures that ITIL end to end processes are embedded across the whole service delivery function and covers IS teams from the City and other Agilisys partnerships. Agilisys will deploy a specialist ITIL Implementation Consultant to work alongside the local team with the delivery of ITIL. Agilisys will train all staff supporting the City's IS services to ITIL foundation level within the first six months of the partnership.