

Board:	Date(s):
Information Systems Sub Committee	9 th December 2014
Subject: Head of IT Update.	Public
Report of: Chamberlain	For Information

Summary

This report provides Members with an update on the City's managed IS service contract, capacity management, PSN accreditation and work with City Police.

Managed Service Contract

As reported last month there had been some issues around an escalation in service issues, this has been managed effectively by IS working in partnership with Agilisys and we are helping them to complete a programme of service management.

Capacity Management (storage)

One of the requirements of the Agilisys managed service contract was the reduction in storage requirements of the City. Agilisys can provide the information to help the City achieve this.

Public Service Network

We have commissioned an IT health check of our network, which will produce a list of actions to be worked through. The City is working with the City Police on both public service network submissions as a joint project.

City Police Collaboration

Work is underway to integrate the City and City Police IS teams and transitioning City Police IS functions and infrastructure to Agilisys. This project will require considerable effort and resource over the next 3-6 months.

The Police Know Fraud system was successfully transferred to hosting at the City. The project completed within the expected timescale.

Main Report

1. This report provides Members with an update on the City's managed IS service contract, Public Service Network (PSN) accreditation and work with City Police.

Managed Service Contract

2. City IS has been supporting Agilisys to deliver a model of service delivery and management using the ITIL (IT Infrastructure Library) framework. ITIL is a methodology of best practice for IT delivery and is widely adopted in the private and public sector.
3. This is particularly important as the image and reputation of IS has a clear dependency on the performance of the managed service contract. This is the future operating model of IS, becoming an Intelligent Client commissioner of services, rather than a provider of services.
4. As part of contract monitoring, Agilisys are producing a balanced scorecard which gives a 1 page view of how they are performing. This is an extremely useful mechanism for assessing how the contract is operating and can be communicated easily across the organisation.

Capacity Management (storage)

5. The managed service contract has a requirement that storage will decrease over the lifetime of the contract by 18%. At the moment the Corporation is showing annual growth of 16%.
6. 15Tb of this is taken by over 7 million image files, 16 million files have not been accessed for more than a year.
7. City IS will carry out further investigations on storage and make some recommendations which will take into account retention policies and also data protection legislation.
8. City IS will work with Agilisys in understanding if there are any financial implications for the increase in storage.

Public Service Network (PSN)

9. Agilisys have been engaged to progress the PSN check of the Corporation network. Agilisys are discussing the scope and timescale of the IT Health Check with a 3rd party, Encryption.
10. The IT Health check will be scheduled in by the end of December and produce a report of required actions in January.
11. This work will be co-ordinated by the Project Manager for the joint network refresh project for the City and City Police to ensure a consistent approach is taken.

Joint Working with City Police

12. Teams are now being joined together at management level. City IS and City Police IS have been working together at a technical level for a number of months and any infrastructure work is being planned jointly.
13. The Guildhall Yard East build work is substantially complete with most floors finished. The installation of IT equipment starts on 17 November as per the plan, with furniture arriving in December ready for the first staff to move in during January.
14. The Know Fraud procurement process is moving into the invitation to tender stage, City IS have been supporting NFIB throughout and will provide help and guidance for clarifications from potential suppliers. The new contract is intended to be awarded on 1 April 2015.

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