

Committee	Dated:
Information Technology Sub Committee	20 th October 2015
Subject: Agilisys Managed Service - Year 2 performance review - Cover Note	Public
Report of: Chamberlain	For Information

Summary

The attached Report provides Members with a review of the 2nd year of the Agilisys Contract.

This contract was let as a strategic partnership and in the 2 years since, Agilisys have met their contracted targets. The service has been delivered within the projected financial envelope and the originally promised financial savings are being achieved and remain on target for the remainder of the contract. As stated previously, there is a continuing risk of cost increase through increased usage in utility priced (pay as you go) areas of the contract and we continue to work with Agilisys to mitigate this.

The Agilisys contract has expanded significantly in the first 2 years, most notably with the addition of the City of London Police. The service take on for the Police is currently progressing to plan and tangible improvements to the Police IT Service have and continue to be delivered. Agilisys have also been contracted to deliver a number of major projects, most notably Oracle and Revenue Insourcing. These have been challenging exercises; however, they have been delivered successfully.

As we have transferred to the Agilisys Platform, there have been a number of serious issues with areas of the service yet to be upgraded. This has led to customer dissatisfaction with the service performance and a **Joint Operational Review** (JoR) was initiated in April 2015 to resolve these issues.

Significant changes have been made through the JoR and since August, the service performance is much improved. There remain a number of key areas to upgrade and operational improvements to be made. These are being progressed as part of series of further actions agreed by the JoR.

Our contract also contains a number of Corporate Social Responsibility targets. These have experienced some challenges, particularly in progressing the Apprenticeship Programme. A refreshed approach has now been agreed and it is expected further apprentices will be placed in a variety of City organisations on top of the 20 already placed within the Agilisys Partnership.

Agilisys have also moved to an Employee Owned Trust ownership model, this is highly unusual in the IT industry and represents an enlightened approach to sharing of benefits across the company, its staff and its clients.

Looking forward key areas for attention in year 3 are:

- Complete the Service Improvement Plans identified in the JoR, namely:
 - Joint Network Refresh Programme
 - End User Device Refresh Programme
 - Unified Communications Programme
 - Potential service transfer of the Applications Support Function and the implementation of a more integrated operating model.
- Implement improvements identified through customer feedback to IT Business Partners.
- Work with the City Corporation to deliver against the IT strategy/IT elements of the corporate plan in line with the contract.
- Build the capacity and skills within staff working across the partnership (both Agilisys and City of London IT staff) to deliver against these objectives.

Recommendation

Members are asked to note this Report and receive a presentation at the IT Sub Committee, which will bring them up to date on progress made across the JoR, the key projects which come from this and the Police IT Service.

Attachments

- Appendix 1 – Agilisys Managed Service - Year 2 performance review

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