

<b>Committee(s):</b> Digital Services Sub Committee – For information	<b>Date(s):</b> 20 <sup>th</sup> March 2020
<b>Subject:</b>  2020 IT Managed Services Update	<b>Public</b>
<b>Report of:</b> The Chamberlain	<b>For Information</b>
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## Summary

The programme to deliver a new IT Managed Services contract is progressing in line with the plan. Following the award of the contract to Agilisys Ltd, early planning and preparation activities are underway. The components of the programme and governance arrangements have been agreed with Agilisys and are described within this report.

## Recommendation(s)

Members are asked to:

- Note the report.

## Main Report

### Background

1. A procurement exercise was launched in July 2019 to source a new IT Managed Services contract replacing the existing contract that will expire on 31<sup>st</sup> August 2020. The new contract was awarded to Agilisys Ltd (incumbent supplier) following approval at Court on 5<sup>th</sup> December 2019. The 2020 IT Services programme is now initiating the Transition phase with the new operational service commencement date currently planned for 1<sup>st</sup> September 2020.

### Current Position

2. Following the award of the IT Managed Services contract to Agilisys Ltd, the programme team has initiated preparations ahead of the contract being signed. The scope of the contract is complex, and a due diligence exercise is being conducted to review any changes since the tender was issued and to ensure the outcomes and linked benefits will be delivered as expected.
3. Work is in progress aiming to sign the contract in March, with a number of workstreams underway. As the contract is based on a Crown Commercial Services framework agreement, the core terms and conditions have already been agreed.

## **Programme Governance**

4. To ensure the programme is managed effectively, a programme structure and governance model has been agreed with Agilisys and is shown in Appendix 1. The model balances the need for control with agility to allow workstreams to proceed at pace managed by the sponsors and project staff within the two main areas for Transition and Migration. Regular meetings are held at programme level to ensure time, quality and cost are managed.
5. We will continue with the original stakeholder management and communications plans and schedule meetings of the 2020 Steering Group (reporting to Strategic Resources Group) and the Members' Reference Group at key points during the transition phase of the programme.

## **Programme Workstreams**

6. There are 4 key workstreams in progress. They are:
  - a. Migration to the Azure Public Cloud – A Statement of Works has been produced that covers the design, build and testing of the core environment within Azure for the Corporation of London services. A dedicated network link has been installed to allow secure access to Azure. Early discussions on work for City of London Police and London Councils has also started.
  - b. Establishing a 'Tech Desk' at Guildhall and New Street – the scope for a pilot within Guildhall has been agreed and resource planning is now being discussed. It has been agreed with Agilisys that the start date for the Tech Desk services they proposed in their bid, will be brought forward from January 2021 to Summer 2020.
  - c. Implementing a new service management tool – Service Now. Agilisys will be using specialists to deliver the implementation. The IT Division team will be closely involved with the design and deployment of this key system. Workshops to agree the design of the system are planned for March.
  - d. Target Operating Model (TOM) and Transfer of Undertakings for Protection of Employees (TUPE) – this covers changes to the IT Operating Model and Structure to consider the impacts of bringing services previously managed by Agilisys back in-house and the impacts of any staff working for Agilisys whom have TUPE rights.
7. Early planning work has started on all 4 of the above workstreams with positive discussions being held with Agilisys on the approach to the main body of work. An overview of all workstreams within the programme is provided in Appendix 2.

## **Corporate & Strategic Implications**

8. Provision of an effective and efficient corporate IT service is vital to the whole organisation. Currently, not all parts of the organisation use the Agilisys contract,

but all core services use the infrastructure and associated IT services. Therefore, it is essential that a replacement service is provided ensuring business continuity.

## **Implications**

9. A successful transition to the new contract will provide the following benefits during the initial 3-year term:
  - a. Move to world-class public cloud environment (Microsoft's Azure service) delivering greater resilience and enabling improved cost control.
  - b. Significant improvements to the customer experience through the deployment of a class-leading IT Service Management tool (Service Now) and use of Tech Desks at Guildhall and New Street.
  - c. Revised and improved Service Level Agreement (SLA) and consequence regime for failure to deliver services within the SLA.
  - d. Improved balance of outsourced and in-house services which will deliver efficiencies and service improvements to customers.
  - e. Revised Social Value offering better aligned to latest organisational strategies and policies.
10. As with the current contract, a Licence to Occupy will be agreed to allow Agilisys staff to operate from City of London and City of London Police premises to support efficient delivery of operational services.

## **Conclusion**

11. The programme is in the process of initiation and good progress is being made with planning and preparation underway for the main delivery phase.

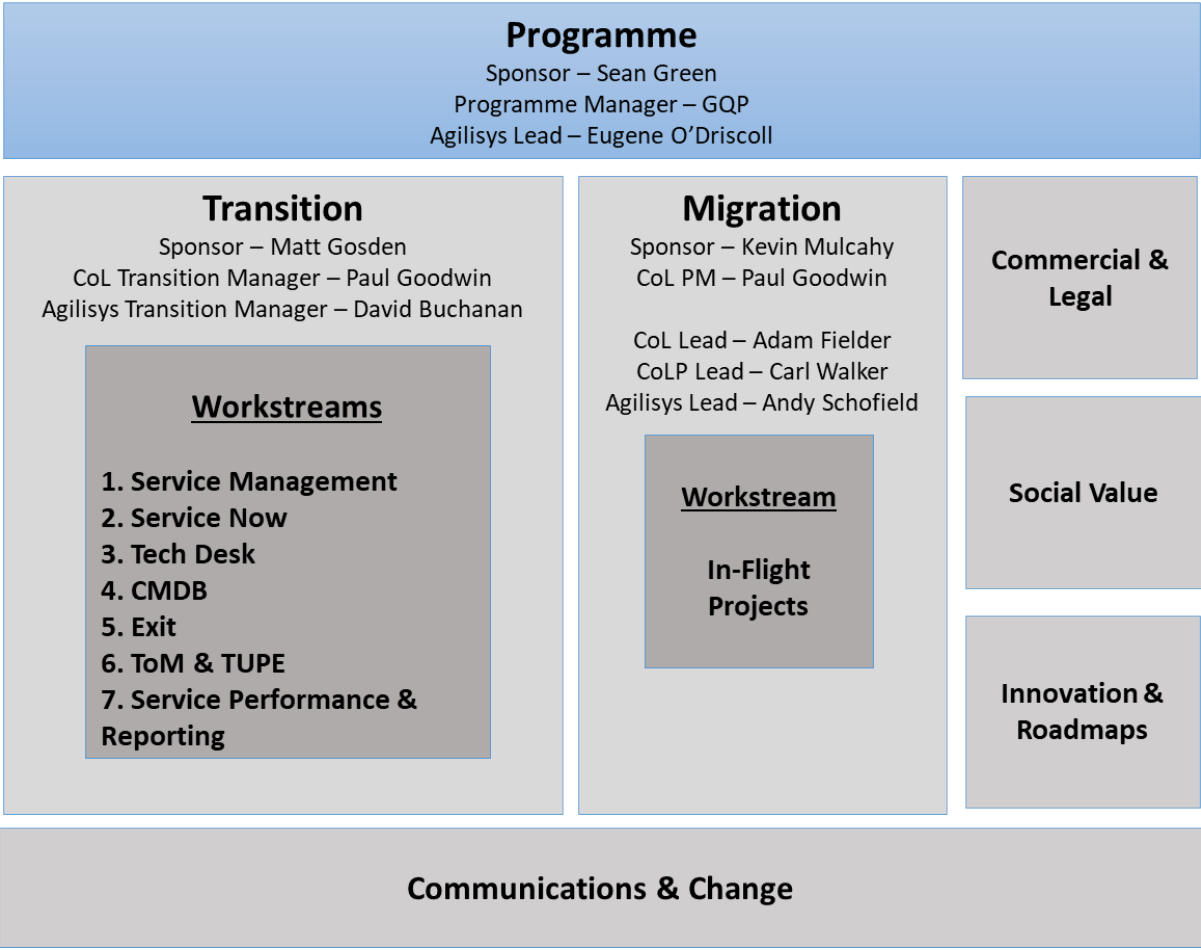
## **Appendices**

- Appendix 1 – Programme Governance map
- Appendix 2 – Overview of Programme Workstreams

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Appendix 1 – Programme Governance Map



## **Appendix 2 – Overview of Programme Workstreams**

The programme comprises two main projects, Transition and Migration, each with a number of workstreams, and other, programme wide workstreams. The key outcomes from each are listed below.

### Transition Project Workstreams (numbers as per Governance map):

1. Service Management – Key policies, processes and practices will be clearly defined to enable the service to be effectively and efficiently managed, in line with the defined service levels.
2. Service Now – All key data, information, knowledge related to the full range of IT services will be maintained in one system in a manner that supports excellent customer service, high-levels of service performance and service resilience.
3. Tech Desk – IT users in Guildhall and New Street able to access to a staffed desk to deal with a defined range of services.
4. CMDB – All IT assets and their links to services effectively maintained within a new Configuration Management Database supporting effective management of system changes.
5. Exit – All services within the current contract are transferred to the new contract or bought back inhouse with no disruption to the business.
6. ToM & TUPE – A new Target Operating Model (ToM) will be implemented for IT Division providing the capacity and capability to manage and deliver the full range of IT services. Staff transfers fully comply with TUPE legislation.
7. Service Performance & Reporting – Information will be produced in a timely manner and in a format that is appropriate to the audience, through up to date dashboards and other formats, to ensure service performance is monitored and managed effectively.

### Migration Project Workstream:

- In-Flight Projects – managing the wider portfolio of IT projects to ensure there are no conflicts between the progress of the 2020 programme and other projects running throughout the programme's timeline.

### TOM and TUPE

- Review of IT Structure in consideration of services coming back in house
- Legal consideration of staff in scope (to be agreed) for TUPE
- Pension bond requirements

### Other Workstreams:

- Commercial & Legal – A signed contract with a clear schedule of payments.
- Social Value – A range of added benefits supporting the Corporation's Digital Skills Strategy and facilitated workshops and programmes of work to support apprenticeships, and work placements.

- Innovation & Roadmaps – Keeping pace with advances in technology that would be of benefit to the organisation. Demonstrable, timed plans that shown the path to implementing new technology.
- Communications & Change – The impact of change is assessed and linked to activities to support successful implementation of change. All change activities are supported by a range of communication channels are at different groups of stakeholders.