

Report to:	Overview and Scrutiny Committee (Regulatory, Compliance and Corporate Services)	Date of Meeting:	Tuesday 28 February 2023
Subject:	Annual ICT Update Report		
Report of:	Executive Director of Corporate Resources and Customer Services	Wards Affected:	All
Portfolio:	Regulatory, Compliance and Corporate Services		
Is this a Key Decision:	No	Included in Forward Plan:	Yes
Exempt Confidential Report:	/ No		

Summary:

The purpose of this report is to provide a summary of the performance of the Managed Services ICT Contract over the last 12 months, currently outsourced to Agilisys. The report will cover the following areas: Agilisys Contract Performance against key performance indicators, Project delivery and Security and the wider work of the ICT Client team in relation to ICT and Digital.

Recommendation(s):

(1) That members note the content of the report and the performance of ICT over the last 12 months.

Reasons for the Recommendation(s):

Annual performance report for review by the committee

Alternative Options Considered and Rejected: (including any Risk Implications)

Not Applicable

What will it cost and how will it be financed?

Not applicable

Implications of the Proposals:

<p>Resource Implications (Financial, IT, Staffing and Assets):</p> <p>Service delivery costs are met within current revenue budgets</p>								
<p>Legal Implications:</p> <p>None – Service provision is within agreed contract</p>								
<p>Equality Implications:</p> <p>There are no equality implications.</p>								
<p>Climate Emergency Implications:</p> <p>The recommendations within this report will</p> <table border="1"><tr><td>Have a positive impact</td><td>N</td></tr><tr><td>Have a neutral impact</td><td>Y</td></tr><tr><td>Have a negative impact</td><td>N</td></tr><tr><td>The Author has undertaken the Climate Emergency training for report authors</td><td>Y</td></tr></table> <p>The content of the report does not propose any changes that impact on the Climate Emergency</p>	Have a positive impact	N	Have a neutral impact	Y	Have a negative impact	N	The Author has undertaken the Climate Emergency training for report authors	Y
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Have a neutral impact	Y							
Have a negative impact	N							
The Author has undertaken the Climate Emergency training for report authors	Y							

Contribution to the Council's Core Purpose:

<p>Protect the most vulnerable:</p> <p>No direct implications but the provision of a well performing service for ICT will ensure the continued delivery of key council services.</p>
<p>Facilitate confident and resilient communities:</p> <p>No direct implications but the provision of a well performing service for ICT will ensure the continued delivery of key council services.</p>
<p>Commission, broker and provide core services:</p> <p>No direct implications but the provision of a well performing service for ICT will ensure the continued delivery of key council services.</p>
<p>Place – leadership and influencer:</p> <p>No direct implications but the provision of a well performing service for ICT will ensure the continued delivery of key council services.</p>

<p>Drivers of change and reform:</p> <p>No direct implications but the provision of a well performing service for ICT will ensure the continued delivery of key council services.</p>
<p>Facilitate sustainable economic prosperity:</p> <p>No direct implications but the provision of a well performing service for ICT will ensure the continued delivery of key council services.</p>
<p>Greater income for social investment:</p> <p>No direct implications but the provision of a well performing service for ICT will ensure the continued delivery of key council services.</p>
<p>Cleaner Greener</p> <p>No direct implications but the provision of a well performing service for ICT will ensure the continued delivery of key council services.</p>

What consultations have taken place on the proposals and when?

(A) Internal Consultations

The Executive Director of Corporate Resources and Customer Services (FD.7137/23) and the Chief Legal and Democratic Officer (LD.5337/23) have been consulted and any comments have been incorporated into the report.

(B) External Consultations

Not applicable

Implementation Date for the Decision

Not applicable, no decision required

Contact Officer:	Helen Spreadbury
Telephone Number:	07583 057822
Email Address:	helen.spreadbury@sefton.gov.uk

Appendices:

Appendix A – ICT KPI Performance

Background Papers:

There are no background papers available for inspection.

1. Background

1.1 The Agilisys Contract delivers the following services to Sefton Council

The Core Operational Services

1. Helpdesk Services
2. Infrastructure and Hardware
3. Network Services including Cyber Security
4. Council User Services
5. Telephony
6. Application Support including Cloud Services
7. Data Collection & ICT Services Report
8. Installation Services
9. Active Directory Services

Ad Hoc Services

10. Project Management Services
11. Major Upgrade Support
12. Commissioning and Decommissioning support
13. Ad Hoc Reporting
14. Data Security Services

Schools ICT Services (Schools opt in for these bought back services)

15. Support for Management Information Systems (MIS)
16. ICT Support (Connectivity)
17. Fully Managed Services

2. Contract Performance

2.1 During the contract period to date Agilisys have met key performance measures (KPI's) except when exception circumstances have prevailed. Performance over the last 12 months can be found in Appendix A. It must be highlighted that during the contract period to date Key Performance Measures were adjusted to account for the disruption caused by the COVID-19 Pandemic and the additional pressures placed on the team due to the rapid change in the operating model of the authority. Most recently the authority provided relief from KPI's for field support teams, so that priority could be given to supporting essential departmental moves to support the building rationalisation programme and key corporate priorities such as the Children's Improvement Programme.

The Agilisys team did experience minor challenges in meeting two KPI's between December 2021 to March 2022. This was attributed to the introduction of a new Service Portal across Sefton which has delivered a new self-service portal for Sefton staff along with enhanced Chat and user guidance material. Performance quickly returned to expected levels.

- 2.3 Customer satisfaction is a new key measure implemented during the contract and performance is high, with trends well over the 70% benchmark of customer feedback forms being positive in terms of satisfaction levels. Low satisfaction scores are proactively followed up and reported to Operational Board to ensure that any trends or potential improvement actions identified.

3. Project Delivery

As well as the provision of core business as usual ICT services as set out in section 1.2 Agilisys provide a significant volume of ad hoc projects to Sefton, in line with the provisions of the Contract. These range from system upgrades to major infrastructure programmes. Over the last year Agilisys has worked in partnership with the ICT Client team to deliver key programmes of work including (but not limited to)

- Data Centre Cloud Migration
- The implementation of Cloud Telephony
- ICT Security improvements
- Infrastructure upgrades
- Office moves

- 3.1 The key projects for 2022 were Cloud Telephony implementation and the Data Centre Cloud migration project. These pieces of work supported the Councils Framework for Change Programme and the Sefton 2030 vision, as well as delivering a key priority within the Council's Digital Strategy approved at Cabinet on the 4th of February 2021. Both these projects delivered in partnership with Agilisys are now completed in accordance with the project plan, agreed timescales and budget, with minimal disruption to operational service delivery whilst uplifting and securing an improved infrastructure platform for Sefton. This project has also significantly improved the arrangements in place for Business Continuity in terms of ICT provision.

4. Cyber Security

- 4.1 Cyber security risk has grown exponentially over the last two years, the risk of an Information Security Breach due to a cyber-attack features on the Corporate Risk Register and although Sefton has made significant investment in its security tools, policies, and licenses the threat to our network is still significant. The number of Cyber-attacks per week on corporate networks across the world increased by 50% in 2021 compared to 2020, this peaked in December 2021 with a major vulnerability identified Log4j. 1 in 61 worldwide organisations are impacted by Ransomware each week, with attacks on Education and Research organisations up 75% and Government and Military organisation attacks up 47%. The most common type of attack is an email Phishing attack (83% of attacks on businesses are Phishing attacks) this is followed by impersonation attacks at 23%.

- 4.2 The Sefton ICT Client team have worked in partnership with Agilisys colleagues throughout the year to strengthen the Councils security profile. One of the key benefits of the current ICT contract with Agilisys is the access to a team of security experts.
- 4.3 During 2022 Sefton has significantly increased the level of external verification on our network controls, not only completing the annual IT Health Check, which includes an external penetration test in line with the requirements of the Public Services Network (PSN), but also completing a Microsoft Cyber Security Assessment and participating in an LGA Cyber 360. Feedback on both exercises was largely positive, with any proposed improvements developed into an improvement plan, which is monitored monthly via the formal Security Steering Group which in turn feeds into the Contractual Operational Management Group, chaired by the authority.

5. **ICT Client functions**

Further to the work completed in partnership with Agilisys as outlined within this paper the ICT client team have also delivered services and support for ICT across the Council, including specialist ICT Procurement and Contract Management for approximately 250 ICT Contracts. The team provide a dedicated System development support for both Children's and Adults Social Care, as well as Education functions such as SEND, supporting both the Children's Improvement Programme and SEND improvement programme. This year the Transformation team within the team have also led and supported the redesign of the Corporate Website and the deployment of the new Customer Experience Platform (CXP). Finally, the team support the wider Digital Strategy of the Council and have developed and delivered clear governance around this workstream, along with launching the Digital Inclusion Strategy and establishing a multi-agency approach to tackle Digital Exclusion across the Borough.

6. **Conclusion**

- 5.1 The current contract with Agilisys performs well and has delivered significant savings for the authority compared to the previous contractual arrangement.
- 5.2 The relationship between the partners is good, with robust challenge where needed but a shared vision and approach to service improvement and risk, which has provided significant benefits to the authority, particularly around security challenges.