

<b>Report to:</b>	Overview and Scrutiny Committee (Regulatory, Compliance and Corporate Services)	<b>Date of Meeting:</b>	Tuesday 27 February 2024
<b>Subject:</b>	Annual ICT Update Report		
<b>Report of:</b>	Executive Director of Corporate Resources and Customer Services	<b>Wards Affected:</b>	(All Wards);
<b>Portfolio:</b>	Regulatory, Compliance and Corporate Services		
<b>Is this a Key Decision:</b>	No	<b>Included in Forward Plan:</b>	Yes
<b>Exempt / Confidential Report:</b>	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 the ICT Service 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:

<b>Resource Implications (Financial, IT, Staffing and Assets):</b>  Service delivery costs are met within current revenue budgets.								
<b>Legal Implications:</b>  None – Service provision is within agreed contract.								
<b>Equality Implications:</b>  There are no equality implications.								
<b>Impact on Children and Young People:</b> No								
<b>Climate Emergency Implications:</b>  The recommendations within this report will <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>  The content of the report does not propose any changes that impact on the Climate Emergency.	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:

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

<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.7519/24) and the Chief Legal and Democratic Officer (LD.5619/24) 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.

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**Appendices:**

Appendix A – ICT KPI Performance

**Background Papers:**

There are no background papers available for inspection.

## **1. Introduction/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 exceptional agreed circumstances have prevailed. Performance over the last 12 months can be found in Appendix A. The one failure is highlighted in red and service relief from this KPI during this month was agreed due to priority work set by the authority, linked to cyber security, which impacted on the ability of Agilisys to meet performance standards.

2.2 Customer satisfaction has remained high during the last 12 months, any scores falling below expected standards are followed up on a case-by-case basis.

## **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)

- The improvement and development of the ICT Infrastructure to support Adults and Childrens Social Care Service delivery.
- The implementation of a new Customer Experience Platform
- The website improvement programme
- The delivery of new managed print services
- Supported the transformation of Sefton Arc services.
- Cyber Security improvements

3.1 The key projects for 2023 were the Customer Experience Platform, Print Services and Cyber Security. These pieces of work supported the Councils Framework for Change Programme and the Sefton 2030 vision, as well as delivering key priorities within the Council's Digital Strategy approved at Cabinet on the 4<sup>th</sup> of February 2021. These projects completed with minimal disruption to operational service delivery whilst uplifting and securing an improved infrastructure platform for Sefton.

#### **4. Cyber Security**

4.1 Cyber security risk continues to be significant issue for local authorities across the Country, 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, polices, and licenses the threat to our network is still significant. Over the last 12 months we have seen authorities being targeted via DDOS or Distributed Denial of Service Attacks. This type of attack floods the targeted website or online service with traffic (requests) and can overwhelm the service making it unavailable to legitimate users, we also saw a cyber incident affecting St Helens Council earlier this year.

4.2 The number of Cyber-attacks per week on corporate networks across the world increased by 38% in 2022 compared to 2021, the most targeted industries in 2022 were Education/Research, Government and Health. The USA saw a 57% increase in overall Cyber-attacks in 2022, in comparison the UK saw a 77% increase (source Checkpoint 2022 Cyber Security Report)

4.3 The Sefton ICT Client team have worked in partnership with Agilisys colleagues throughout the year to strengthen the Councils security profile, including the introduction of additional training for all staff. One of the key benefits of the current ICT contract with Agilisys is the access to a team of security experts. In addition, Sefton has worked in partnership with the NW Cyber Resilience Centre to develop a support offer to all our Schools in the Borough, whether or not they opt into purchase ICT SLAs from 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, supporting both the Children's Improvement Programme, and the SEND improvement programme.

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 this year launched SeftOnline to support all residents across the Borough.

## **6. Conclusion**

- 6.1 The current contract with Agilisys performs well and has delivered significant savings for the authority compared to the previous contractual arrangement.
- 6.2 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 cyber security challenges.