

Annual ICT Update Report

Date of meeting:	20 th January 2025		
Report to:	Overview and Security Committee – Regulatory Compliance and Corporate Services		
Report of:	Executive Director Corporate and Commercial Services		
Portfolio:	Corporate Services		
Wards affected:	All		
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 provided by 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.

The report will also confirm the arrangements for the Managed Services ICT Contract from the 1st of October 2025, following a procurement exercise completed in 2024.

Recommendation(s):

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

1. The Rationale and Evidence for the Recommendations

1.1 Introduction/Background

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

1.2 Contract Performance

- 1.2.1 During the contract period to date Agilisys have performed well. Performance against key performance indicators as reported monthly to Operational Board, over the last 12 months, can be found in Appendix A. It will be noted that between August and October 2024 the supplier did fail to meet targets for resolution of priority 4 (low priority) incidents and closing priority 2 requests. These failures were due to the departure of two field engineers from the team and delays in the resulting appointment of new candidates. It must be noted that although service credits have been raised and credited by Agilisys the team have acted as swiftly as possible to complete recruitment and have been impacted by the general shortage of staff in this space which has affected multiple authorities in the Liverpool City Region. Further failures were recorded in relation to the communication of priority 1 tickets, a service improvement plan has been put in place and this is regularly monitored, with improvements already seen.
- 1.2.2 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.

1.3 Project Delivery

As well as the provision of core business as usual ICT services as set out in section 1.1 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 implementation of a new Customer Experience Platform
- The website improvement programme, including a major system upgrade
- Power Platform implementation
- Upgrades to the corporate network
- Systems developments to support Children's and Adults Services
- The relocation of Sefton's Data Centre
- Cyber Security improvements

- 1.3.1 The key projects for 2024 were the Data Centre move, the website improvement programme 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 4th of February 2021. These projects were completed with minimal disruption to operational service delivery.

1.4 Cyber Security

- 1.4.1 The risk associated with a Cyber 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 both private and public sector organisations targeted, with the NHS, Transport for London, and Ticketmaster amongst the highest profile.
- 1.4.2 Fifty percent of businesses recall breaches or attacks in the last 12 months (a significant increase from 32% in the previous year) rising to 70% for medium businesses and 74% for large. The most common type of attack is phishing with 84% of businesses identifying these types of attacks. (source Cyber Security Breaches Survey 2024, DCMS).
- 1.4.2 The Sefton ICT Client team have worked in partnership with Agilisys colleagues throughout the year to strengthen the Councils security profile, in addition the team have worked closely with internal training colleagues to strengthen our local training offer. One of the key benefits of the current ICT contract with Agilisys is the access to a team of security experts. In addition, this year the Sefton Client team has secured Cyber Insurance cover for the Council.

1.5 ICT Client Team

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.

The team also support the wider Digital Strategy of the Council, and this year have worked with officers both internally and externally to draft the next iteration of a strategy for Sefton which went out for external consultation in the summer of 2024, this new strategy is due to a launched early 2025 and will support both the corporate plan and the transformation priorities of Sefton over the next three years.

Finally, as the current contract with Agilisys ends on the 30th of September over the last twelve months the team completed a procurement exercise for an ICT Managed Services Contract which will come into effect on the 1st of October 2025 for a contract term of four plus one options year. The award recommendation was taken to Cabinet for decision on the 5th of December and the author is pleased to confirm that Agilisys will continue to deliver services for an additional four plus one optional year contract term.

2. Financial Implications

There are no financial implications

3. Legal Implications

There are no legal implications

4. Corporate Risk Implications

There are no risk implications

5 Staffing HR Implications

There are no staffing/HR implications

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

Alternative Options Considered and Rejected

Not applicable

Equality Implications: There are no equality implications.
Impact on Children and Young People: Not applicable
Climate Emergency Implications: The recommendations within this report will have a Neutral Impact

What consultations have taken place on the proposals and when?

(A) Internal Consultations

The Executive Director of Corporate Services & Commercial (FD.7883/24) and the Chief Legal and Democratic Officer (LD.5983/24) have been consulted and any comments have been incorporated into the report.

(B) External Consultations

Not applicable

Implementation Date for the Decision:

Immediately following the meeting.

Contact Officer:	Helen Spreadbury
Telephone Number:	07583 057822

Email Address:	Helen.Spreadbury@sefton.gov.uk
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Appendices:

Appendix A – Key Performance Indicators

Background Papers:

There are no background paper to this report