



Audit and Standards Committee Report

Report of: Mike Weston, Assistant Director ICT Service Delivery

Date: 12 January, 2021

Subject: ICT Insourcing from Capita

Author of Report: Mike Weston, Assistant Director ICT Service Delivery

Summary: To provide the Committee with an update on the completion of the ICT Insourcing from Capita.

Recommendations: To note the current position and for a further report to be provided to the Audit and Standards Committee by June 2021 by the Revenues and Benefits Migration Project Lead Officer.

Background Papers: None

Category of Report: OPEN

Statutory and Council Policy Checklist

Financial Implications
NO
Legal Implications
NO
Equality of Opportunity Implications
NO
Tackling Health Inequalities Implications
NO
Human rights Implications
NO:
Environmental and Sustainability implications
NO
Economic impact
NO
Community safety implications
NO
Human resources implications
NO
Property implications
NO
Area(s) affected
None
Relevant Cabinet Portfolio Member
Councillor Terry Fox, Cabinet Member for Finance
Is the item a matter which is reserved for approval by the City Council?
NO
Press release
NO

UPDATE ON ICT SOFTWARE AND HARDWARE ASSET MANAGEMENT AUDITS

1.0 INTRODUCTION

- 1.1 The Council had engaged Capita to provide a fully managed ICT Service since 2009.
- 1.2 Cabinet approved delegation to negotiate termination of this managed service contract to the Executive Director of Resources, who executed a decision on 14th April, 2019:
 - to issue notice to exercise the break clause to Capita to exit all services (ICT, Revenues and Benefits and FBT) at the contract break point on 4th January, 2020; and
 - to retain the option to negotiate further service delivery by Capita (if necessary) beyond 4th January, 2020 under the contract
- 1.3 This followed a long and protracted negotiation that sought to terminate the ICT elements of the contract before the break clause in the contract. As part of this initial attempt to end parts of the ICT contract.

2.0 BACKGROUND

- 2.1 Although the contract with Capita terminated on 4 January 2020 the termination included agreement that Capita-owned applications would remain with Capita under a new software as a service contract. This contract provided for Capita to migrate Integra, Academy Revenues and Benefits, AIM Pay 360 and Capita One Education from their hosting location in West Malling to Capita Software Services 'in the cloud' and that Capita would complete these migrations.
- 2.2 All other application would be migrated by the Council to its new datacentre owned by Microsoft.

3.0 PROGRESS ON INSOURCING

- 3.1 The ICT Service was successfully insourced on 4 January 2020 and plans were in place to migrate all applications by June 2020.
- 3.2 Capita have moved Capita One Education, Integra and AIM Pay 360 to their final hosting locations, but have failed to move Academy Revenues and Benefits to the new Software as a Service Solution and given that the Council is heading into annual billing it has been agreed that this will now not move until May 2021 to ensure no adverse impact on the annual Council Tax Billing process, which started in late December 2020.

- 3.3 The Council's ICT Service have moved all other application except one from Capita to their new hosting application. The one remaining application – Housing Information at Work – was scheduled to move to Northgate in December 2020, but this was hampered by the availability of Northgate resources and is now scheduled to be completed by 1 February 2021, although the Council is pushing Northgate for an earlier date.
- 3.4 Transition of all applications has been slower than originally planned; it has been hampered by Capita delays and the obvious impact of COVID 19 on the availability of resources who were also setting up a brand new remote infrastructure for all Council employees.
- 3.5 However, it is worth noting that during these difficult times the ICT Service has been able to take control of the core infrastructure and make significant progress in improving the ICT capabilities of the staff across the Council that would just not have been possible if our ICT service and infrastructure was still run by Capita.
- 3.6 Improvements have included:
- Migrated the vast majority of services from Capita without major incident in January and established the new internal service;
 - Implemented Content Guru Storm Contact Centre Telephony and expanded this to support COVID efforts across Portfolios;
 - Deployed ZOOM conference facilities to over 500 users;
 - Deployed approximately 7000 Windows 10 devices to enable remote working;
 - Deployed over 2700 mobile telephones to support staff working at home;
 - Expanded remote access from 500 to 6100 capacity to enable home working during the Pandemic;
 - Successful migration to Exchange online with over 7000 users successfully migrated during November and December; and
 - Provided TEAMS telephony facilities (Presence, Chat and Video Meetings) for over 200 users needing access for communication with the Police and Ofcom.

4.0 RECOMMENDATIONS

- 4.1 To note the successful insourcing of the ICT service from Capita and the migration of the vast majority of Council ICT systems to their new locations, and for a final update report to be provided to the Audit and Standards Committee by June 2021 by the Revenues and Benefits Migration Project Lead Officer.