



London Borough of Hammersmith & Fulham

CABINET MEMBER'S DECISION

MARCH 2015

H&F ICT TRANSITION PROGRAMME MANAGEMENT	
Report of the Cabinet Member for Finance – Councillor Max Schmid	
Open Report	
Classification - For Decision Key Decision: No	
Wards Affected: All	
Accountable Executive Director: Jane West, Executive Director of Finance and Corporate Governance	
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AUTHORISED BY:
The Cabinet Member has signed this report.

DATE: 10 March 2015

1. EXECUTIVE SUMMARY

- 1.1. The Hammersmith and Fulham Bridge Partnership (HFBP) service desk provides online self-service and telephone support to H&F users for support and resolution of reported ICT incidents, problems, fulfilment of service requests and deals with security incidents, among other things.
- 1.2. The HFBP distributed computing function provides desktop services; devices, MySmartDesktop Bring Your Own Device and other related services.
- 1.3. HFBP also provide data centre services ie a secure resilient environment for the desktop services, all 120 major applications and other services including the ability to login, security and firewalling, telephony.

- 1.4. In December 2013, Shared Services ICT awarded three framework contracts for ICT; the distributed computing and data centre contracts to BT Global Services Ltd and the service desk contract to Agilisys Ltd.
- 1.5. Westminster City Council (WCC) have already called off from the three frameworks. The transition was smooth and WCC users report themselves as more satisfied with the current service.
- 1.6. By changing these three services to new service providers earlier than end of contract, H&F will be able to reduce the effort, costs and risk in the transition and will provide the opportunity for a single service desk providing a consistent user experience for staff, particularly H&F staff, leading to a more integrated service and consequently higher council staff productivity.
- 1.7. An early transition of the HFBP service desk will reduce the effort, cost and risk associated with a full transition of ICT services at the end of the HFBP service contract on 31 October 2016. It will also allow H&F to offer improved levels of service and availability for H&F users earlier than originally planned. Transition of the other two services will be less visible to users but will have the effect of achieving the council's saving targets.
- 1.8. This paper proposes that, in order for H&F to call off Lot 1 Distributed computing; Lot 2 service desk; Lot 3 data centres from the ICT frameworks and move the service to new service providers, Agilisys and BT, over the next 18 months, programme management is procured.
- 1.9. Phase 1 consists of programme definition work to be done in collaboration with HFBP and will take up to three months, around 57 person days at a cost of £39,843, after which the transition activity should be better defined.
- 1.10. This role in Phase 1 will therefore set out the high level resource plan for the council. This will allow the programme to set out the wider resource need in early 2015/16, based on the council having developed a high-level business case by April 2015.

2. RECOMMENDATIONS

- 2.1. That approval be given to the costs of delivering Phase 1 programme management for the transition to new providers during 2015/16. Approval is sought for a total of £39,843 to be funded from the IT Enablers fund.

3. CONSULTATION

- 3.1. This approach has been discussed at the Shared Services ICT Divisional Leadership Team (DLT) board.

4. EQUALITY IMPLICATIONS

- 4.1. This report is requesting funding of £39,843 to provide a programme management resource to the proposed project. There are no direct

equalities impacts on any protected group resulting from the proposals made by this report.

- 4.2. Procurement regulations indicate that for Interim Management “providing temporary cover for specific management resources and skills in a period of transition....within the organisation in a situation where a permanent role may be unnecessary or difficult to find at short notice....Interim managers may be appointed directly by the Council or be appointed through an agency using the Council’s agency recruitment system”.
- 4.3. Any subsequent recruitment of a specific individual should be carried out with all due regard to Equalities legislation but that process lies outside of the specific subject matter of this report.
- 4.4. Implications completed by: David Bennett, Acting Head of Change Delivery. Innovation and Change Management – 0208 753 1628

5. LEGAL IMPLICATIONS

- 5.1. The appointment of a programme manager would not be subject to the public procurement regime and the council will therefore have to comply only with its own internal rules forwarding contracts.
- 5.2. Implications verified/completed by: Keith Simkins, Principal Solicitor 020 7361 2194

6. FINANCIAL AND RESOURCES IMPLICATIONS

- 6.1. Funding of the one-off amount of £39,843 will come from the IT Enablers Fund.
- 6.2. Implications verified by: Andrew Lord, Head of Strategic Planning and Monitoring, ext 2531.

7. RISK MANAGEMENT

- 7.1. Successful delivery of the ICT Shared Services programme is critical to the ongoing success of the council and programme management of the transition programme relates to risk number 12 on the strategic risk register, decision making and maintaining reputation and service standards. This opportunity risk seeks to deliver wider benefits to staff, particularly H&F staff, leading to a more integrated service and consequently higher council staff productivity and ultimately to the end user, the public.
- 7.2. Implications verified by: Michael Sloniowski, Tri-borough Risk Manager ext 2587.

8. PROCUREMENT AND IT STRATEGY IMPLICATIONS

- 8.1. There are no procurement related issues as the recommendations in this report refer to funding for the provision of resources.
- 8.2. Implications verified by: Mark Cottis, Procurement Consultant (TTS) 020 8753 2757

LOCAL GOVERNMENT ACT 2000 **LIST OF BACKGROUND PAPERS USED IN PREPARING THIS REPORT**

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
1.	Tri-borough ICT strategy (published)	Jackie Hudson Director for Procurement and IT strategy	FCS HTH 3 rd floor