

# London Borough of Hammersmith & Fulham

CABINET

9 MAY 2016



## ICT TRANSITION - ASSURING BUSINESS CONTINUITY

### Report of the Cabinet Member for Finance – Councillor Max Schmid

#### Open Report

A separate report on the exempt part of the Cabinet agenda provides exempt financial information.

#### Classification - For Decision

**Key Decision: Yes**

**Wards Affected: All**

**Accountable Director:** Ed Garcez, Chief Information Officer

#### Report Author:

Jackie Hudson, Transition Director,  
shared ICT services

#### Contact Details:

**Tel:** 020 8753 2946

**Email:** jackie.hudson@lbhf.gov.uk

## 1. EXECUTIVE SUMMARY

- 1.1. H&F Bridge Partnership (HFBP), a joint venture company owned by Agilisys and LBHF, currently provides all ICT services to LBHF. The HFBP service contract expires on 31 October 2016. The council therefore has to move all the existing services to new providers, to shared ICT services or to discontinue them.
- 1.2. Cabinet approved the award of three framework contracts to supply a set of ICT services, within which was the award of a framework contract to BT to deliver data centre services. The services available would deliver a solution to house and maintain applications in either, at one extreme, legacy data centres, which are on the customer's premises, or to, at the other, provide infrastructure as a service (IaaS or cloud).
- 1.3. A further paper on the "ICT transition, phase 2, transfer of the ICT service desk, data centres and desktop computing from HFBP to new service providers", recommended this council move its data centre service to BT

cloud provision and its desktop service to BT who would provide the Virtual Desktop service through Agilisys.

- 1.4. Subsequently, the council has found that the move of applications to BT data centres cannot be done within the required timescale or budget for a number of reasons.
- 1.5. This paper considers in detail options for ensuring ICT services can continue uninterrupted.

## **2. RECOMMENDATIONS**

- 2.1 That the report be noted.
- 2.2 To note that further recommendations are contained in the exempt report on the exempt Cabinet agenda.

## **3. REASONS FOR DECISION**

- 3.1. The council had originally intended to migrate all services to BT data centre provision with effect from 31st October 2016. That is not possible for financial and service reasons.
- 3.2. The council has business critical services, which it has to continue to provide following the end of the service contract with HFBP. Consequently, the council needs to assure its ICT services after the end of the HFBP service contract. A Cabinet decision is needed to implement the alternative options, due to the value of the contract award.

## **4. BACKGROUND**

- 4.1. Right now, the council has a high degree of ICT enablement. It had already migrated its data centre services to a cloud or Infrastructure as a Service (IaaS) arrangement. Agilisys provide this service, through the contract with HFBP. HFBP deliver the services to support the arrangement via their systems and applications teams.
- 4.2. The council had called off from a framework contract that covers data centre services. This contract is with BT. The council intended that it would migrate services to BT data centres in Newport and Slough where, ultimately, the three councils could converge services in the BT data centres.

## **5. OPTIONS AND ANALYSIS**

- 5.1. The ICT Transition Programme board of the 4th March 2016 rejected the BT and HFBP joint proposal and asked the team to consider alternatives.
- 5.2. While the ICT service is assured by taking these steps, the council can ask BT to carry out an assessment which would cover; migration costs within the original cost envelope; a future proofed solution involving low complexity for a future exit; delivery in the shortest possible timescale; alignment with shared

ICT services applications roadmap and support model; and effective capacity planning.

- 5.3. It would deliver a detailed integrated migration plan that demonstrates how the outcomes list here will be achieved, together with those requirements and outcomes identified as being delivered by the services called off in the order form. If the council accepted this it could then proceed on that basis.
- 5.4. The recommendation is that the council consult a procurement, data centre and migration specialist to help decide the best plan. This would be a specialist independent of HFBP, who could quality assure the proposal from BT and also conduct a review of the market, if needed, including leading migration tools to reduce cost and risks of migration

## **6. FINANCE**

- 6.1. As set out in the exempt report on the exempt Cabinet agenda.

## **7. RISK MANAGEMENT**

- 7.1. Information management, business continuity and market testing are all key risks on the Shared Services Risk Register. The primary risk is to ensure that services remain resilient throughout the implementation or transfer to a new service and that the exposure to service interruption risk is minimised to as low as reasonably practicable. Risk Management implications verified by Michael Sloniowski Shared Services Risk Manager – 0208 753 2587.

## **8. EQUALITY IMPLICATIONS**

- 8.1. There are no direct equality implications arising from the recommendations of this paper.
- 8.2. Equality implications verified by Joyce Golder, Principal Solicitor, Legal – 02076312181.

## **9. LEGAL IMPLICATIONS**

- 10.1 As set out in the exempt report on the exempt Cabinet agenda.

## **10. FINANCIAL AND RESOURCES IMPLICATIONS**

- 10.1. As set out in the exempt report on the exempt Cabinet agenda.

## **11. BUSINESS IMPLICATIONS**

- 11.1. Previous papers on the ICT procurement strategy and approach have dealt with the social value aspects of ICT procurement.
- 11.2. Verified by Antonia Hollingsworth, Principal Business Investment Officer, Economic Development Learning & Skills, Planning & Growth. Telephone 020 8753 1698

## 12. PROCUREMENT IMPLICATIONS

12.1. As set out in the exempt report on the exempt Cabinet agenda.

## 13. IT STRATEGY IMPLICATIONS

13.1. The report is aligned with the current shared services ICT strategy and vision.

Verified by: Ed Garcez, CIO, 020 8753 2900

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

<b>No.</b>	<b>13 Description of 14 Background Papers</b>	<b>12 Name/Ext of holder of file/copy</b>	<b>Department/ Location</b>
1	Tri-borough ICT strategy and ICT provision procurement options appraisal (published)	Jackie Hudson ext. 2946	FCS East Wing Hammersmith Town Hall,
2	Approval to award three Framework contracts to supply a set of tri-borough ICT Services” (published)	Jackie Hudson ext 2946	FCS East Wing Hammersmith Town Hall,
3	ICT transition phase 2 transfer of the ICT service desk, data centres and desktop computing from HFBP to new service providers (published)	Jackie Hudson ext 2946	FCS East Wing Hammersmith Town Hall,