Manchester City Council
Report for Information

Report to: Resources and Governance Scrutiny Committee – 21 July 2016
Executive – 27 July 2016

Subject: ICT - Update

Report of: Chief Information Officer

Summary

The Committee has requested updates on ICT to include:

- Collaboration Platform - Update
- Information Technology Service Management (ITSM) tool - Update

Recommendations

Members are requested to note the report.

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Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

Our ICT Strategy

Our Manchester Strategy

1.0 ICT Collaboration – Update

1.1 Introduction

1.1.1 The implementation of a new set of collaboration applications and tools is a key enabler in supporting the delivery of the *Our Manchester Strategy* and *Our ICT Strategy* through enabling more efficient ways of working, enabling mobile access, information sharing and promoting collaborative working.

1.1.2 The new technology will be class leading, support opportunities across the Council and create new interaction channels with our colleagues, residents and partners in new 'digital' ways such as live co-authoring of documents, instant messaging and video conferencing. ICT expect that this technology will help to reduce costs and improve productivity. The opportunity to implement these solutions is close and ICT will provide an update on progress to the Council's Executive meeting in July 2016.

1.1.3 This is a key element of an up-to-date, reliable and resilient ICT infrastructure, and without this the Council will not be able to deliver the effective services the people of Manchester need or the Council's wider priorities, namely to support economic growth and a healthier, more independent population.

1.2 Background

1.2.1 ICT has set out an approach for purchasing a new set of collaboration applications and tools. These applications and tools will allow Council staff to interact in new and better ways with residents, businesses, partner organisations and other authorities without introducing additional risks or costs; this is especially important as the Council delivers the 'Our Manchester Strategy'.

1.2.2 The new collaboration applications will increase staff productivity and communication by delivering a much updated email and file sharing service with functions such as live co-authoring of documents, video conference and an instant message facility available to suitable internet enabled devices. The new applications will facilitate more flexible ways of working, reducing the time and costs associated with travel. The collaboration applications and tools are though an enabler and overall benefits will only be realised if the Council fundamentally changes its current working practices and embraces the new technology.

1.3 Benefits

1.3.1 Collaboration applications and tools will offer access for all Council staff and partners with a suitable internet enabled device, regardless of location, to a set of modern applications and tools. If the Council fundamentally changes its current working practices and embraces the new technology these applications will engender workplace flexibility and promote process agility by providing location independent working, promote collaboration and encourage

innovation, which will lead to staff productivity gains. Colleagues in a range of scenarios will benefit;

- The Mobile Worker – staff working across a range of locations and devices, will be able to access contacts, calendar, email and documents whilst staying connected.
- The Office Worker – has flexible solutions allowing them to work in different places with different devices and have a consistent experience throughout the day.
- The Home Worker – allow the home worker to stay in touch with the office and have the same working experience as they would in the office.

1.3.2 Going forward, the enriched and enabled user experience can also support knowledge sharing and discovery as well as assist talent retention and talent attraction within the organisation, by providing ways of working that reflect user's everyday interaction with commonplace technologies.

1.3.3 The new mobile ways of working will be one of the key enablers for the Council's Flexible Working policy by empowering employees to achieve a better work and home life balance whilst continuing to meet service delivery needs.

1.3.4 Purchasing a suite of collaborative tools and applications is the most cost effective approach to upgrading this important cornerstone of ICT infrastructure, and will be much easier for ICT to support, which will enable ICT to deliver a better service to users. In addition the solution has a flexible cost model which will allow scalability up / down as required, resulting in an affordable solution for now and a sustainable solution for the Council in the future.

1.3.5 The new capability will support facilities rationalisation initiatives by reducing the need to travel, utilising anytime/anywhere collaboration and digitising paper records to make best use of office facilities, supporting the reduction and modernisation of the Council's property footprint. The future transformation of Libraries will also be supported by this technology.

1.3.6 Working with collaboration tools will drive better customer outcomes as Council colleagues will have an improved user experience and will be able to access information, media and literature in ways that engage and encourage participation. An improved and enriched capability will allow the Council to deliver a better service to customers.

1.3.7 The new suite of tools will promote a reduced level of risk exposure by being more secure, and simplify our compliance with Data Protection best practices. This new approach will reduce demand on the Council's data centre, reduce the extent of our disaster recovery requirements and also reduce data storage and backup and recovery requirements. These cost efficiencies will further the aim of providing best value whilst improving the service to users and clients.

1.4 Procurement approach

1.4.1 The procurement approach will be led by the Association of Greater Manchester Authorities (AGMA) procurement hub based on criteria of cost, reliability, flexibility and effectiveness. In addition the expertise of the Council's internal procurement function will be utilised to drive best possible value, this planned procurement route will provide legal protection from third parties (none expected).

1.4.2 To procure an implementation partner for the collaboration applications and tools, the Council is using the Government's G Cloud Framework on the Digital Marketplace. Pursuant to the terms of the Crown Commercial Services G Cloud Framework, the procurement exercise will be a one stage process which will be evaluated in order to determine both the solution and the recommended implementation partner.

1.5 Financial Consequences

1.5.1 Revenue - Revenue consequences - the full revenue consequences of the collaboration platform will become clear following the outcome of the procurement exercise, but it is forecast that the overall costs of the collaboration platform will be contained within the existing approved budget over the initial three year period.

1.5.2 Capital - following the procurement exercise a Gateway 5 will be prepared to seek approval for the necessary capital resources which will come from the approved ICT capital fund.

2.0 Information Technology Service Management (ITSM) tool

2.1 Introduction

2.1.1 The ICT Service supports over 9,000 users and a number of business critical systems and services. This support is delivered and facilitated by utilising an Information Technology Service Management (ITSM) tool.

2.1.2 This report provides an update on the progress of identifying and evaluating a new ITSM tool that will contribute and support the delivery of 'Our IT Strategy' and aligned to the Our Manchester Strategy an approach for purchasing a new ITSM tool.

2.2 Background

2.2.1 The Council's ICT department is currently supported by an ITSM tool called LanDesk. However this application does not deliver the functionality required for a modern ICT department. The contract for LanDesk has expired which presents the department with an opportunity to secure a supplier of an industry leading ITSM tool with higher capability which will meet the demands required to deliver Our ICT strategy. A new ITSM tool will allow the department to proactively manage workflow, identify trends, manage the

hardware and software estate and streamline the processes currently in place for self service.

2.3 Technology

2.3.1 An ITSM tool is software which supports IT service management and automates common business processes. The software can be purchased on a subscription or on-demand basis which results in a flexible bespoke cost effective product which can be varied to meet different user groups requirements across ICT and the Council and therefore has the capability to address other case management requirements outside of ICT and therefore aligns with Our ICT Strategy principles.

2.3.2 As a cloud-based solution the product offers benefits of high availability of service and a full disaster recovery solution ensuring ICT continue to support the council's requirements.

2.4 Benefits

2.4.1 Key benefits of using a new ITSM tool are listed below:

- Core processes are aligned to industry best practices
- Contribute to the maturing of current practices around effective ICT service management and delivery.
- Ensure continual service improvement is embedded
- Reduction in time to log and process IT calls
- Improved asset management and tracking (reducing waste and spend on hardware)
- Improved availability of services due to monitoring, alerting and better impact analysis of changes
- Improved reporting capability which will complement current departmental performance management
- Better integration of 3rd party tools and applications
- Sophisticated self service application which will also allow customers fully updated through the resolution process.
- The solution will also improve the service ICT offers to users of the Council in terms of logging and tracking issues
- The solution has high availability and a disaster recovery capability
- Scalability both across the Council and can be made available for other MCC business areas such as AGMA/GMCA.

2.5 Financial Consequences

2.5.1 Revenue - The business case has been developed with consideration of business requirement, best technical fit, estimated costs of implementation and forecasting of anticipated benefits.

2.5.2 Capital – There are no capital consequences. The funding for this (£1.1m) was switched to revenue.

2.6 Procurement Approach

2.6.1 An open tender process has been utilised in order to procure both a solution which meets the requirements of the Council and an implementation partner to work alongside.

2.6.2 The criteria for evaluation was based on price, technical fit, implementation and social value.

2.6.3 The evaluation process is now complete and a recommendation on the chosen solution has been submitted to the Treasurer and Chief Executive for review and approval.

2.6.4 It is expected that work will commence in August 2016 following conclusion of the Key Decision and Alcatel process.

3.0 Recommendation

3.1 It is requested that Executive Members note the contents of the briefing note and approve the approach