

To: Policy & Resources (Finance) Sub Committee		Subject: ICT Service Delivery Partnership - Initial Efficiency Savings
From: Director of Finance		
Date: 8 March 2006	Ref: MG/RMcB/ AM	

1. Purpose of Report

- 1.1 This report outlines the initial achievements in the first three months of the new Service Delivery Partnership in providing significant I.T. related financial savings through improvements in service delivery in a number of areas as outlined in Section 3.

2. Background

- 2.1 As approved by this committee on 6 September 2005 the Council has entered into a contract with Steria Ltd to deliver a range of ICT support services to all departments. The contract term for the ICT Service Delivery Partnership is for a period of 4 years and commenced on 1 January 2006 until 31 December 2009 with the option to extend to a maximum of an additional 3 years at the Council's sole discretion.
- 2.2 The North Lanarkshire Council ICT Services has established itself as a leading player within the Scottish public sector market. It is widely recognised that the Councils deployment and use of technology and application systems is very effective and cost efficient. The Councils spend on ICT and the resources and establishment supporting the wide range of services delivered stands favourable comparison with any of our public sector peer groups.
- 2.3 Innovation is a particular strength of the Council and the ICT Service Partnership is another example of the Authority leading the way. By establishing such a model, which is the first of its type in Scotland, we are leading by example whilst addressing the Modernising and Efficient Government agendas. This partnership demonstrates our commitment to pursue best value and places the Council in a position of strength to address shared service requirements in the future.

3. Benefits of the New Contract

- 3.1 Savings of approximately £130,000 have been achieved through a number of service initiatives, including:
- 3.1.1 Reduced need for external expertise and consultants.
 - 3.1.2 Reduced costs associated with licensing software management and distribution utilities.
 - 3.1.3 Improved utilisation of storage and stake holding facilities for desktop and telecommunications replacement hardware.

- 3.1.4 Minimising costs associate with maintaining servers and other equipment.
- 3.2 As part of the new contract a business analyst resource is provided to work with the Council to identify and develop opportunities aligned to efficiency objectives. A firm commitment has already been secured as part of the proposed new contract to reduce costs by 4% per annum over the initial 4 year contract period.
- 3.3 Technical staff will have the ability to take remote control of a users PC to fix a problem or explain how to do specific functions. A facility called Virtual Tutor will be available to all Council's users. This is a service whereby in addition to the normal how-to-use type service delivered by telephone, help and instruction can be provided by a remote tutor using remote viewing and take-over techniques to explain concepts and facilities to users.
- 3.4 Improvements will be gained to the procurement service with self help and other online information and catalogues available to users via their PC. Additionally users departments no longer require to take delivery and facilitate the storage of new PC equipment. All equipment it now delivered and configured at Steria's Newhouse facility and is delivered to the user department just in time for installation.
- 3.5 In many cases new software installations can be carried out remotely, over the Councils Wide area Network, by Steria staff using sophisticated software distribution tools negating the need for an engineer to visit the site.

4. Recommendations

- 4.1 The committee is asked to note the progress to date.



DIRECTOR OF FINANCE