

North Lanarkshire Council Report

Transformation and Digitalisation Committee

approval noting

Ref KH/GMc

Date 13/11/19

DigitalNL Mobilisation of Systems Integrator

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Executive Summary

To support the delivery of the approved ambition where North Lanarkshire is the place to Live, Learn, Work, Invest and Visit, the Transformation and Digitalisation Committee noted, at their meeting of 15 May 2019, that a specialist Systems Integrator (SI) Partner would be critical to develop, build and implement the technology components which form the basis of a digital council.

At its meeting of 4 September 2019, the Transformation and Digitalisation Committee approved the award of the Systems Integrator (SI) contract to Agilisys Ltd with a potential start date of October 2019.

This report provides committee with an update on the progress for on-boarding of the SI in terms of contractual arrangements and the initial mobilisation and planning phase of the work packages. As follows:

- Mobilisation and Planning
- Digital Workplace (M365) Design and Implementation
- Cloud Assessment and Migration
- Digital Platform (Foundation)

Recommendations

It is recommended that Transformation and Digitalisation Committee:

- (1) Note the contents of this report

The Plan for North Lanarkshire

Priority All priorities

Ambition statement (18) Ensure our digital transformation is responsive to all people's needs and enable access to the services they need

1. Background

- 1.1 As members are aware the procurement and engagement of an external Systems Integrator (SI) was approved by the Transformation and Digitalisation Committee in September 2019, with the contract awarded to Agilisys Ltd.
- 1.2 In conjunction with NLC and the council's Digital Business Partner, the SI is responsible for delivering the following work packages:
 - Mobilisation and Planning
 - Digital Workplace (M365) Design and Implementation
 - Cloud Assessment and Migration
 - Digital Platform (Foundation)

2. Report

Mobilisation of the Systems Integrator

- 2.1 Following a thorough procurement and evaluation process, Agilisys Ltd were approved as the Systems Integrator for the DigitalNL programme. The three suppliers who submitted tenders were officially notified of the outcome on 10 September 2019, with the standstill period expiring on 23 September 2019.
- 2.2 Upon completion of the standstill period, discussions and negotiations commenced with Agilisys Ltd to finalise contractual arrangements with contract signature concluded during week commencing 28 October 2019.
- 2.3 Preparations have commenced to on board the Systems Integrator. A number of engagement sessions have already taken place with the core ICT/Digital staff, Digital Business Partner and Agilisys Ltd to prepare for their mobilisation and to establish a 'one team' working environment.
- 2.4 A 'Mobilisation and Planning' Statement of Work has been submitted by Agilisys Ltd for review and sign off. This Mobilisation and Planning work package will ensure that the System Integrator has full knowledge of the Plan for North Lanarkshire, the DigitalNL programme and plan, the governance, standards and procedures in place and the current status of the DigitalNL programme. This will ensure the Systems Integrator is fully informed and integrated into the programme to drive the technology enablement programme forward. It is estimated that the mobilisation and planning work package will be completed within 6 weeks from the contract signature date.
- 2.5 Work is also underway to create full technical discovery work packages on the 3 main work streams: O365 implementation, Cloud Migration and the Digital Platform. These work packages will initially review the baseline information outputs collected as part of the early work by the Digital Business Partner and will build on this knowledge for future planning of the technical work streams. It is estimated that the technical discovery work packages will start in December 2019 with a 12-week cycle to completion.

Next Steps

- 2.6 Full mobilisation of the System Integrator will focus on:-

- The agreement and sign-off of the Mobilisation and Planning Work package.
- The commencement of contract and mobilisation with the System Integrator arriving onsite.
- Participation in a series of workshops to ensure full integration of council, Digital Business Partner and Systems Integrator as 'one team'.
- Commencement of discovery work packages.
- The implementation of a Community Benefits tracker which will be managed via the contracts performance management arrangements.

3. Equality and Diversity

3.1 Fairer Scotland Duty

There are no requirements for an assessment under the Fairer Scotland duty arising from this report. However, members are assured that The Fairer Scotland assessment process will be undertaken as appropriate when designing services for customers, businesses and residents.

3.2 Equality Impact Assessment

Specific equality impact assessments will be undertaken by council services as appropriate when developing the phased implementation programme.

4. Implications

4.1 Financial Impact

The investment of the £11.9m estimated contract value has been profiled over the next 3 financial year period. This is included in the overall indicative five year investment for the DigitalINL Programme (£28.8m) which was approved by the Policy and Strategy Committee in March 2019.

Further information and costings in respect of the investment for the DigitalINL programme will be updated to committee separately as the DigitalINL programme progresses, with the full financial impact duly considered within the council's future short and longer-term financial planning assumptions.

4.2 HR/Policy/Legislative Impact

There is no HR impact arising from this report.

4.3 Environmental Impact

There is no environmental impact arising from this report.

4.4 Risk Impact

Effective identification and management of risk is considered critical to the success of this programme. A comprehensive risk assessment and risk and issue log (RAIDE) is being managed and monitored throughout the programme with high level risks and all programme level issues being reported to the SRO and Delivery Board on a monthly basis.

As part of the tender process bidders were asked to identify key programme risks on a programme of this type and how they had mitigated against these in previous engagements. These have been assessed and where required have been incorporated into the DigitalINL Programme RAIDE Log.

5. Measures of success

- 5.1 Success will be evidenced through technology being efficiently and effectively deployed, in an agile manner, to support the implementation of new digital service delivery models and solutions. Service delivery models and solutions are designed to meet the needs of modern businesses and communities.
- 5.2 Specific measures of success will be identified and evidenced as The Plan for North Lanarkshire and all programmes of work (including DigitalNL) progress. Better connected communities and businesses, improved customer experiences, and availability of multi-skilled, agile and flexible staff are key to demonstrating the success of the Systems Integrator and the DigitalNL Programme itself.

6. Supporting documents

- 6.1 There are no supporting documents required for this report

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