North Lanarkshire Council
Report

Transformation and Digitisation Committee

☐ approval ☒ noting   **Ref** KH/GMc   **Date** 26/02/20

DigitalNL Mobilisation of Systems Integrator

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Executive Summary

The System Integrator (SI) contract commenced on 29th October, 2019 with details of envisaged work packages and mobilisation reported to committee on 13th November 2019.

Five initial work packages are now developed in respect of mobilisation and discovery phases. This report updates members on progress made against these requirements. .

Recommendations

It is recommended that the Transformation and Digitisation Committee note the contents of the 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, successful implementation of the Digital NL programme requires engagement of a specialist system integrator (SI) partner to develop, build and implement the technology changes. Agilisys Ltd were appointed with the contract commencing on 29 October 2019.

1.2 In conjunction with the Business Solutions team and the council's Digital Business Partner (PwC), the SI is responsible for delivering the following work packages:

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

These work packages are incorporated into the overall year one work programme as work packages S1-S5.

2. Report

Mobilisation of the Systems Integrator

2.1 Following sign off of the contractual arrangements on 29 October 2019, the SI mobilised a team on-site actively engaging with representatives from the Business Solutions team and the council's Digital Business Partner (DBP).

2.2 A 'Mobilisation and Planning' work package (S1) was agreed as part of the contractual process. This work package ensures that the SI has a full understanding of the Plan for North Lanarkshire and the DigitalNL programme together with governance arrangements. This facilitated initial high level planning and knowledge transfer to the SI with the Mobilisation and Planning package completed on 6 December 2019.

2.3 S2.1 to S4.1 focus on the technical discovery work packages developed and agreed as part of the mobilisation phase. These are running concurrently and follow on from the baseline information outputs produced very early in the process by the Digital Business Partner. The SI aims to build on this knowledge to plan the more detailed technical Design and Implementation / Migration work packages due to commence following completion of this discovery phase.

2.4 The discovery work packages commenced in November 2019 and have estimated completion dates of end of January 2020.

Ref	Work package	Status	Duration
S1	Mobilisation and Planning	complete	4 weeks
S2.1	Cloud Discovery	in progress	12 weeks
S3.1	Digital Workplace (M365) Discovery	in progress	13 weeks
S4.1	Digital Platform Discovery	in progress	13 weeks
S5	Programme Management	In progress	17 weeks

2.5 Specific tools and scripts have been running as part of both Cloud and Digital Workplace discovery to determine the number of servers; capacity and usage. Early results such as Active Directory preparedness demonstrate the value of work previously conducted by the Business Solutions team and the Digital Business Partner.

2.6   Upon completion of the discovery work packages a review of the overall DigitalNL programme plan will be undertaken with a view to producing one single integrated plan which encompasses all business change, technical and benefits realisation activities.

2.7   In approving the DigitalNL programme, Policy and Strategy Committee noted the transformation programme also aimed to use digital investment to stimulate economic growth. There is a specific working group tasked with taking this forward, with both the SI and DBP appropriately represented. The Terms of Reference for this Digital Skills North Lanarkshire group are currently being drafted, but envisage Agilisys Ltd and PwC exploring and identifying opportunities for them to support various community groups across North Lanarkshire. It is anticipated activities will focus on local schools and colleges, various age groups and some special interest groups. The next meeting is scheduled for the end of January 2020.

Next Steps

2.8   The System Integrator will focus on:-

- Finalising the discovery work packages.
- Analysis of the returned data from tools and scripts to inform early design.
- The implementation of a Community Benefits tracker to be managed as part of the contract performance management arrangements.
- The creation and approval of the *Technical Design and Build* work packages for the 3 main work streams: O365 implementation, Cloud Migration and the Digital Platform.
- Further engagement on social impact of the new proposed digital model.

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 for the above approved work packages (s1 to s5) for year one 2019/20 is £1,489,470 and will be funded from the £11.9m approved in respect of this contract over the next 3 financial year period.

All costs are contained within the overall indicative five year investment (£28.8m) and in line with the Council's Financial Governance arrangements regular monitoring, control and reporting on revenue and capital is carried out.

Further information and costings in respect of the programme will be submitted to committee as projects progress.

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 DigitalNL Programme RAIDE Log.
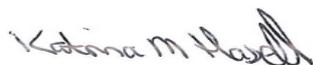
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5. Measures of success

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.

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6. Supporting documents

6.1 There are no supporting documents required for this report

Head of Business Solutions