Open Agenda

Southwark Council

Overview & Scrutiny Committee

Monday 3 February 2014
7.00 pm
Ground Floor Meeting Room G02A - 160 Tooley Street, London SE1 2QH

Supplemental Agenda

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Date: 31 January 2013

Agenda Item 7

To   **Overview and Scrutiny Committee**

From   **Strategic Director of Finance and Corporate Services**

Subject   **ITFM CONTRACT PERFORMANCE – CURRENT STATUS**

Date   **3rd February 2014**

Background

In February 2013, Capita Secure Information Systems took on responsibility for the Council's IT managed services. The contract allows for management of a range of facilities including the desktop, server management, local and wide area networks, helpdesk, etc..

Capita took on these responsibilities following a lengthy procurement process where they demonstrated their full capability of delivering these services. The procurement exercise also generated significant savings in cost over the previous contract with Serco which had come to an end. The specification for the new and improved services was designed specifically to provide a platform to address and to remedy weaknesses in the underlying IT infrastructure.

Priorities for transition and beyond were agreed by both the Council and Capita as being to maintain 'business as usual' at a consistent level and to deliver a number of core enabling projects that would overhaul completely the infrastructure that had been inherited from the previous provider.

The services were transitioned successfully from Serco and despite some technical difficulties with the Citrix infrastructure in May 2013, performance was generally on and above contractual targets. The Citrix issues at the time were largely a result of failing hardware inherited by Capita and an over complex systems architecture that had developed over many years.

Throughout the period to September, Capita continued to focus on the planning an implementation of the core enabling projects designed to resolve these issues infrastructure issues. At the time, planning was based on an incremental roll out based on the migration of data and protocols.

Recent Developments

In September 2013 and following a number of repeated failures, Capita recommended the urgent replacement of the Websense server and an upgrade of the software to the current supported version. This specifically followed advice from the software suppliers and hardware specialists.

As a direct result of this upgrade, desktop performance was significantly degraded across the entire infrastructure and for some weeks difficulties were experienced particularly around the use of citrix and the internet. Despite lengthy and detailed investigations by both Capita and third party specialists that they engaged for support, the system did not stabilise until early December. There remain some residual problems that are currently being resolved.

On 2nd December 2013, Capita sent a representative (Craig Rodgerson) to OSC to be interviewed. Previously he had written personally to all members apologising for the disruption. The Strategic Director of Finance and Corporate Services gave a further update to OSC in January and was requested to report back on progress on 3rd February, not least on issues surrounding the delivery of the core enabling projects, originally scheduled for February 2014.

In the meantime, senior executive meetings have continued to take place with Capita on a weekly basis to monitor progress and to ensure that appropriate resources are in place both to support business as usual and the core enabling programme. A separate IT Board has been created

where the Strategic Director is supported by the Chief Executive and the Strategic Director of Housing and Community Services in addressing priorities, especially with regard to the future delivery of the contract and especially the core enabling projects.

As a consequence of the post September events, a review of the approach to the core enabling projects became necessary as it became clearer that no reliance could be placed the legacy systems or their functions. On 28th January, Capita presented a revised implementation timetable for the remaining core enabling projects including a refreshed Active Directory, Citrix hardware and software, Windows 7, Office 2010 and file storage. This enabled a delayed but staggered implementation schedule of user benefits, completing by December 2014. Further clarification has been requested and this will be presented to the Strategic Director of Finance and Corporate Services on 4th February. Subject to these clarifications, the revised schedule will be presented to the IT Board the following week.

Other Considerations

The Council continues to withold payment for the fixed charge elements of the contract for the months of September to December, pending the full reinstatement of services and negotiations on compensation for the late delivery of the core enabling projects. Capita are aware of these actions and will be preparing a proposal in due course. Where performance penalties are due under contract, these are deducted as a matter of course.

While citrix logon times have been recovered to a standard predating the September failures, internet connection times remain slower than expected. Tests are in place to relocate files to rectify this problem, but great care is required to avoid repeating previous performance degradation. Given disruption to the service during the fourth quarter of 2013, a backlog of service requests accumulated which are now being gradually cleared. Copies of contract monitoring data will be available for the meeting.

The Council is, in line with contract conditions, reviewing exit plans in the event of future failures or failure to reach agreement on delivery of the core enabling programme or agreed compensation. This work will continue in any event.

Subject to the agreement of the core enabling projects programme, detailed communications plan will be prepared.

Name	No of copies	Name	No of copies
OSC Members		**Other Members [on request]**	
		Councillor Anood Al-Samerai	1
Councillor Catherine Bowman (Chair)	1		
Councillor Gavin Edwards (Vice-Chair)	1	**Council Officers**	
Councillor Neil Coyle	1		
Councillor Toby Eckersley	1	Eleanor Kelly, Chief Executive	1
Councillor Dan Garfield	1	Shelley Burke, Head of Overview & Scrutiny	1
Councillor David Hubber	1		
Councillor Lorraine Lauder	1	Norman Coombe, Head of Corporate Team	1
Councillor Rebecca Lury	1		
Councillor Paul Noblet	1	Ian Millichap, Constitutional Team Manager	1
Councillor Right Revd Emmanuel Oyewole	1		
Councillor Geoffrey Thornton	1	Aine Gallagher, Political Assistant to Labour Group	1
		William Summers, Political Assistant to the Liberal Democrat Group	1
Reserves			
		Duncan Whitfield, Strategic Director, Finance & Corporate Services	1
Councillor Kevin Ahern	1		
Councillor James Barber	1	Richard Heap, Head of Technology, Finance & Corporate Services	1
Councillor Chris Brown	1		
Councillor Nick Dolezal	1	Ian Morrissey, Head of Applications, Data & Operations, Finance & Corporate Services	1
Councillor Tim McNally	1		
Councillor David Noakes	1		
Councillor Lisa Rajan	1		
Councillor Lewis Robinson	1	Richard Selley, Head of Customer Experience	1
Councillor Martin Seaton	1		
Councillor Michael Situ	1	Steve Platts, Director of Regeneration	1
Councillor Cleo Soanes	1	Patrick McGreal, Principal Surveyor	1
		Scrutiny Team SPARES	10
Education Representatives			
Revd Nicholas Elder	1		
Lynette Murphy-O'Dwyer	1		
Abdul Raheem Musa	1		
Cabinet Members		**Total:**	51
Councillor Peter John (Council Leader)	1		
Councillor Ian Wingfield (Deputy Leader)	1		
Councillor Darren Merrill, Deputy Cabinet Member	1	**Dated:** January 2014	