Shared ICT Service

Member Briefing on the Shared ICT Service

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Shared ICT Service

Purpose of briefing:

► Time is right to communicate – focusing on Nov 1

► Bring everyone to a common understanding of the Shared ICT Service – address concerns

► Opportunity to ask questions

► Confidence that the wider organisation is aware and prepared
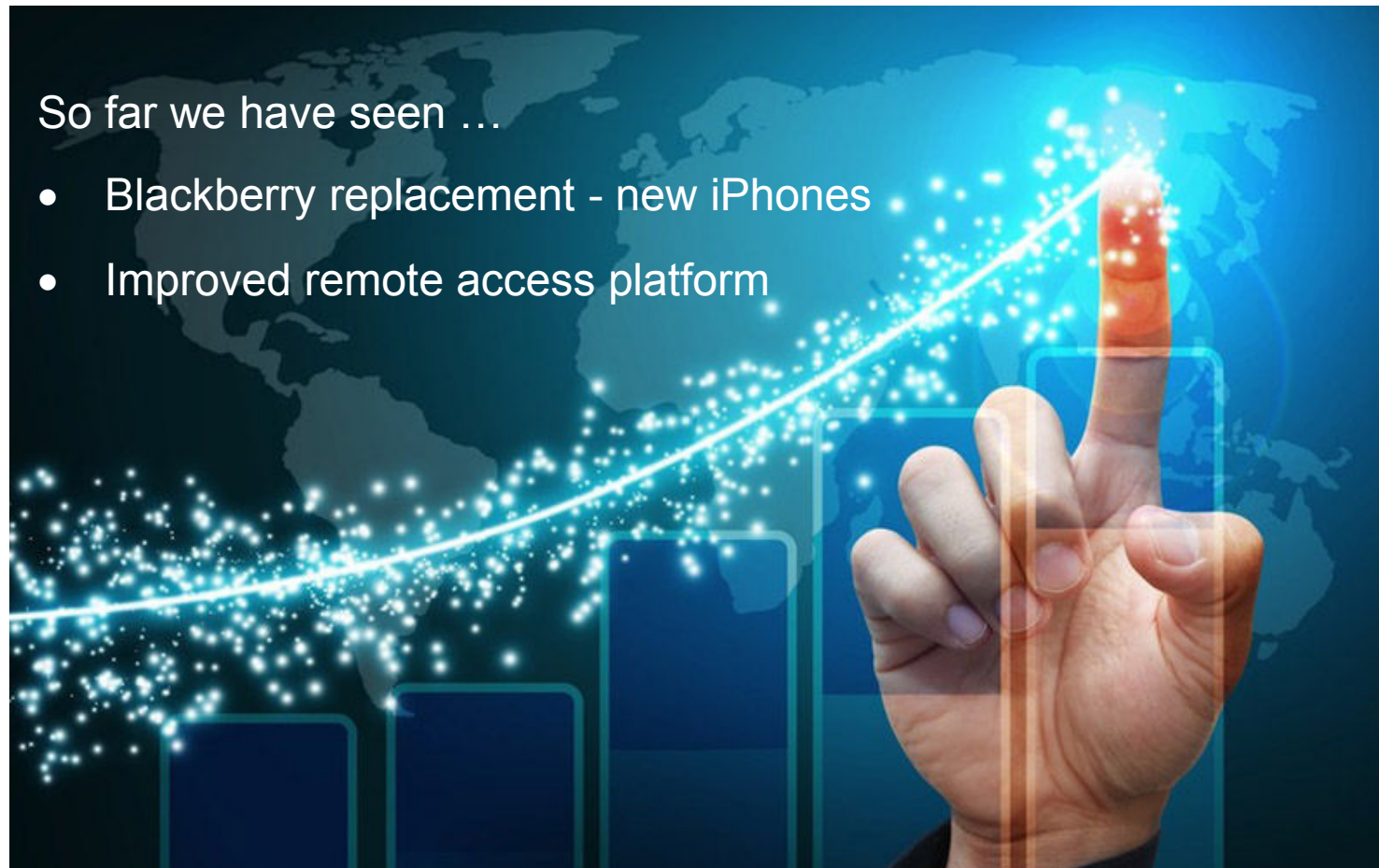
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Reasons for Change

- ► Contract with Capita coming to an end

- ► Need for a new model – successive outsourced contracts has not delivered the Council needs

- ► Lack of flexibility and partnership in outsourcing model – driven by commercial focus

- ► Council made decision to take a different approach – bring service back in-house to a shared service

Shared ICT Service - Overview

► Brent & Lewisham Shared ICT Service established in April 2016. Service also provides ICT to the Local Government Association.

► Brent is the host Authority

► Lewisham transitioned from Capita to Brent.

► In-house support service overseen by a joint committee and managed by a joint management board.

► Individual councils maintain:- Information Governance, Change Management and Application Support teams.

► Southwark will join the Shared ICT Service on 1 November !

Shared ICT Service

The Shared ICT Service is the next step on our 'Fit for Future' digital journey

So far we have seen …

- Blackberry replacement - new iPhones

- Improved remote access platform

Shared ICT Service

Key Changes to note:

► Logging requests will change from a telephone interface to an **Online service platform**

► On going Projects – there will be a **project freeze** during transition – projects to be completed or transferred to Shared ICT Service

Transition between - 16 Oct and 13 Nov - will be a busy period.

Shared ICT Service - Benefits

A stable, reliable service on which we can build

The flexibility and control of an in-house IT function

Economies of scale

An opportunity to drive efficiencies through rationalisation and consolidation

Shared cost, developments and shared risk

Strategic Business Engagement

New ways of working with IT

A new Digital Service that can enable the business to transform

Shared ICT Service

Next Steps

Comms Stages	JUL	AUG	SEP	OCT	NOV	DEC	JAN
Awareness Week	Telling Our People				Go Live		
Pre-Go Live comms – Regular Comms, FAQs etc.		Preparing Our People					
Go-Live comms – Floorwalkers, launch comms, available support					Supporting Our People through Change		
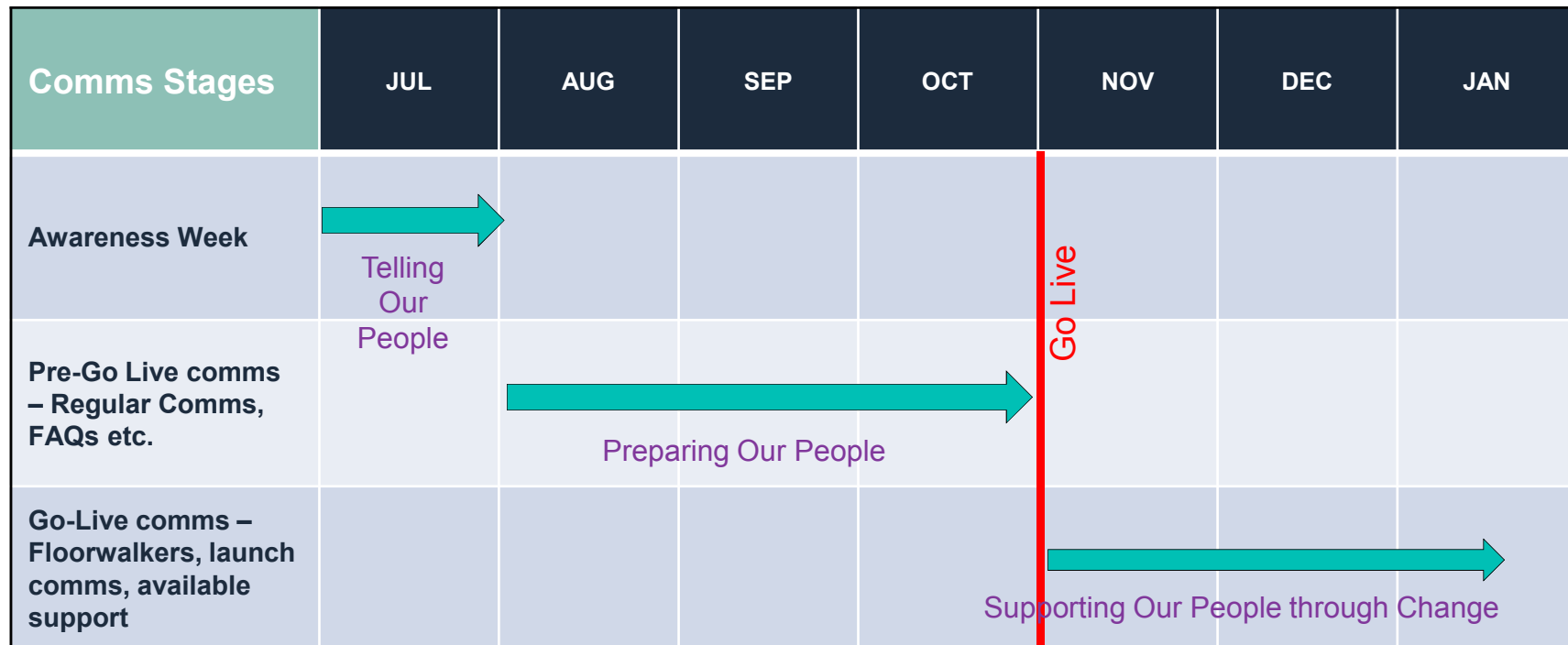
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Questions?