

## ICT Partnership – Overview

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### Executive of the Council

17 June 2003

#### 1. Purpose of report

- 1.1 I reported to the Executive of the Council on 3 December 2002 and recorded concerns about certain aspects of the Council's strategic partnership with BT plc. In that report I set out an action plan to redress these concerns. This report provides an overview of the progress that has been made to date in delivering against these actions.
- 1.2 The report is part of a suite of reports which are presented to the Executive of the Council today. Parallel reports on the agenda consider the performance of the partnership over the last six months, revised governance arrangements for the partnership and the operational impact of the Housing and Revenues & Benefits migration projects.

#### 2. Background

- 2.1 In my report to the Executive of the Council of 3 December 2002 I highlighted the need for:
  - the establishment of revised implementation plans for the migration projects and an associated commercial agreement between the Council and BT plc;
  - increases in Council resources to manage the ICT and change programme particularly in the areas of project management, process analysis, requirements definition and service management;
  - revisions to the governance arrangements for the partnership;
  - a way forward in respect of the customer services strategy; and
  - a review of the Smart City strategy and vision
- 2.2 A report to the Executive of the Council on 11 February 2003 set out proposals in relation to the first four actions above and a further report to the

Council on 10 April 2003 established a revised Smart City strategy and programme plan.

### **3. Progress**

- 3.1 Substantial progress has been made against the revised plans for the migration projects. The first phases of the Housing migration are now operational, supporting the move towards Choice Based Letting and the Common Housing Register. The Revenues & Benefits project is set to “go live” later in the summer. Further detail of these projects is set out within the separate report on this agenda.
- 3.2 However, there are some concerns regarding progress with the Payroll and Planning & Building Control projects. The project plan timetable has slipped by some months from that previously reported. This problem has been identified at an early stage and Council officers are working closely with BT staff to manage the delays and their operational impact.
- 3.3 Substantial progress has been made in increasing the Council's capacity to manage the ICT programme. The e-Government Division of the Corporate Services Department has recently been created, with staff transferring from the ICT Client Team in the Finance Department and from the Management Services section within the Corporate Services Department. A series of external appointments have also been made to enhance the capacity of this team. I expect to report to the Council on 26 June 2003 regarding the appointment of a Head of e-Government to lead this Division.
- 3.4 Enhancements are also proposed to the governance arrangements for the partnership. This will build upon recent improvements to ensure closer integration of Council and BT project teams. It will also enable improved programme management with a closer link between project teams to manage interdependencies.
- 3.5 Service performance levels are now generally meeting agreed standards. However, I have discussed continuing concerns regarding the qualitative aspects of service delivery. BT has agreed to appoint a Service Improvement Manager to focus upon delivering demonstrable improvements in service. This action is being backed up by increased resources to enhance communications both within BT and the Council.
- 3.6 In particular, I have raised concerns over the quality of the email service. BT has responded positively and has taken steps designed to ensure that the system availability is maintained to the required level and any further disruption to service is kept to a minimum.
- 3.7 I raised concerns regarding the transparency of BTs pricing in my last report. Significant work has been undertaken recently to improve the quality of information provided to the Council. A new approach is being tested using BTs proposals in relation to Enterprise Finance (e-Procurement / Financial

Flow). I intend to report to the Executive of the Council on 29 July 2003 on the outcome of the Council's evaluation of the BT proposal.

#### 4. Recommendations

4.1 I recommend that the Executive of the Council:

- note the substantial progress which is being made to improve the overall management of the ICT Partnership; and
- consider in detail the parallel reports concerning governance, performance over the last six months and the Housing/Revenues & Benefits Migration projects



**Tom Aitchison**  
Chief Executive

*10/09/03.*

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Appendices

Contact/tel

Wards affected

Background  
Papers