From:	**Gary Cooke, Cabinet Member for Corporate and Democratic Services**
	Rebecca Spore, Director of Infrastructure
	Michael Lloyd, Head of Technology, Commissioning & Strategy
To:	**Policy and Resources Cabinet Committee**
	13th January 2017
Subject:	**Technology Services Modernisation Programme**
Classification:	**Unrestricted**

Past Pathway of Paper: None

Future Pathway of Paper: Cabinet Member Decision (16/00138)

Electoral Division: All

Summary: This paper explains the context for putting in place a technology services contract to deliver a programme of works to support the implementation of the ICT strategy.

Recommendation

The **Policy & Resources Cabinet Committee** is asked to consider and endorse or make recommendations to the Cabinet Member for Corporate and Democratic Services on the proposed decision to delegate to the Director of Infrastructure in consultation with the Cabinet Member for Corporate and Democratic Services, the award of a technology services contract, including the necessary contractual negotiations, as set out in the exempt report at item D1, and enter into any subsequent necessary legal agreements.

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1. **Introduction**

1.1 This report outlines the context for putting in a new technology services contract to deliver the strategic outcomes set out in the ICT Strategy, including the expected financial implications.

1.2 In May 2016 the Policy and Resources committee was provided with an overview of the new ICT Strategy which was endorsed. The strategy sets out six strategic outcomes to be enabled through the use of technology.

1.3   The strategic outcomes are:

➢ Provide staff, members, partners and residents with ICT Services that fully exploit the benefits of technology.
➢ Support new ways of working and new service delivery models.
➢ Using information assets to support intelligence based commissioning and service delivery.
➢ Provide agile and flexible solutions to support evolving service and customer needs.
➢ Facilitating service directorates in embracing technology on the delivery of new service models.
➢ Ensure the Authority's ICT is managed within budget.

1.4   The Strategy also sets out the main technologies that the Authority will adopt; ensuring we are leveraging the maximum return on our existing investment whilst providing a sustainable, resilient, and flexible technology suite.

2.   Financial Implications

2.1   The decision to put in place a technology services contract to deliver a programme of work; to modernise and take advantage of new technology capabilities in a phased approach. This programme commits the Authority to an initial spend of £2.3M for phase one and a maximum of £4.5M for the completion of all three phases over a three year period.

2.2   The funding outlined above is identified within existing budgets and is integral to delivering the medium term financial plan requirements and supporting transformation in service delivery.

3.   Bold Steps for Kent, Policy Framework and ICT Strategy

3.1   This contract will allow the Authority to deliver its current services with a modern suite of technology. More importantly this investment is an enabler to support new working models and use of buildings, and to support mobile and flexible working. This is essential in supporting KCC's service provision. Not implementing this will adversely impact the Authority in terms of its technology and ongoing sustainability.

3.2   The ICT Strategy 2016 - 2020 defines the technology capabilities required by the Council, it sets out that Microsoft will be considered first for all future technology requirement to ensure we maximise our existing investment in this technology which equates to 75% of IT in KCC.

3.3   The programme will allow us to sequence a major cloud transition programme by giving KCC access to new cloud based technologies and expertise. This programme is an ICT infrastructure upgrade which will use cloud technology to deliver an upgraded modern ICT platform for our staff and services.

The Report

4.1   This report gives a high level overview of the outcomes that an extensive

'Analyse' phase has produced over the last six months. This has been commissioned by the Head of Technology Commissioning and Strategy through our existing Strategic Enterprise Partnership with Microsoft. To put in place a secure, robust, sustainable and resilient technology roadmap to accelerate the modernisation of technology following the outcome of the back office procurement. Microsoft's technology equates to 75% of the ICT systems and productivity within the Authority. The 'Analyse' phase has been very much focussed on how we can maximise our existing investment rather than looking at new solutions which would require new funding.

4.2   The outcome of the analysis can be summarised in six outcomes which very much align to the strategic outcomes defined in the ICT Strategy and determine the goals for a modern ICT Service.

➢ The delivery of joined-up county wide resident access to regional digital public services, underpinned by a single online identity. This capability will allow the residents of Kent to use a common online identity to access a whole range of public services.
➢ The enablement of improved service planning and delivery by making informed and data driven decisions.
➢ The provision of a modern ICT platform that will enable the delivery of new, innovative and cost effective solutions across the region.
➢ The ability to work anywhere across the region.
➢ The need to improve collaboration across departmental and organisational boundaries.
➢ The requirement to resolve current ICT platform constraints in a way that aligns to future strategy.

4.3   To deliver the outcomes listed above and realise the ICT Strategy a programme of works has been developed. The programme consists of three phases broken down as follows:-

Phase	Approach	Outcomes
Phase 1	➢ Lay the groundwork for a rapid movement to the Cloud. ➢ Establish a Cloud adoption Team with Executive sponsorship. ➢ Commence analysis, implement proof of concept projects and pilot migrations to prove the approach.	➢ Modern end user computing suite in place. ➢ Key IT systems to cloud infrastructure. ➢ People and Processes ready to support a cloud-first approach to KCC.
Phase 2	➢ Migrate key systems to the cloud aiming to reduce datacentre footprint and increase resiliency. ➢ Expose proof of concept projects early across the business.	➢ Dependence on Medway Datacentre removed. ➢ Visible signs of transformation of KCC are evident both internally and externally. Resident ID programme is being piloted around the county.

		➢ ICT Support is now in a model which not only supports our staff and members but enables staff to get the best of it.
Phase 3	➢ Move remaining services to the cloud at pace. ➢ Exploit new technologies to find innovative solutions to old problems.	➢ Significant reduction in on-premise ICT Infrastructure. ➢ KCC now in a position as a hub for service delivery across multiple public sector and private partners providing the backbone for technology services to enable cross-collaborative working.

4.4   Phase one has been fully scoped and it is proposed to enter into a contract to support the delivery of the programme.

4.5   This programme of works is essential in order for the Authority to keep up to date with technology, but more importantly create the right systems to support KCC in enabling new ways of working and supporting service transformation and service efficiencies through the use of technology. By not making this investment the Authority will not be able to take advantage of the new technology and will therefore be constrained by its ICT, increasing the pressure on services and budgets.

4.6   The are no legal or equalities implications.

5.   Conclusions

The Council makes significant use of ICT for the efficient delivery of many of its services. The proposed programme will enable KCC modernise its technology in line with the ICT Strategy and move to a sustainable, robust, secure and resilient infrastructure which will enable the outcomes listed in this report.

6.   Recommendation(s)

Recommendation(s):

The **Policy & Resources Cabinet Committee** is asked to consider and endorse or make recommendations to the Cabinet Member for Corporate and Democratic Services on the proposed decision to delegate to the Director of Infrastructure in consultation with the Cabinet Member for Corporate and Democratic Services, the award of a technology services contract, including the necessary contractual negotiations, as set out in the exempt report at item D1, and enter into any subsequent necessary legal agreements.

7.   Background Documents

7.1   None

8.   Contact details

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