

Wiltshire Council

Cabinet

09 October 2018

Subject: Microsoft Contract and Digital Update

Cabinet Member: Cllr Philip Whitehead– Cabinet Member for Finance, Procurement, ICT and Operational Assets

Key Decision: Non-Key

Executive Summary

The purpose of this paper is to update Cabinet on the Cloud Navigator Programme proposal and decision made to enter into the contract with both Microsoft and Thoughtonomy.

The Microsoft Cloud Navigator programme will deliver a suite of interdependent digital initiatives that will be developed and enhanced to achieve both the short term and longer-term outcomes of the digital strategy and the over-arching business plan.

The programme will enable the Council to achieve the following:

- Enhance our customer's experience by using safe, efficient and reliable technology,
- Automate administrative processes to make £5m savings by 2020,
- Automate customer-facing process to improve service delivery and efficiency,
- Improve our data management and security,
- Provide a long-term technology platform that can be developed beyond the life of the Microsoft Cloud Navigator programme,
- Build on the skills capability in-house that can support digital work beyond the Microsoft Cloud Navigator programme,
- Support the Council's wider business plan objectives via the Microsoft Community Investment programme, which is a commitment to work with Wiltshire on the following community projects alongside the delivery of the Microsoft Cloud navigator proposal;
 - (a) Supporting veterans with up to date ICT (Information Communication Technology) skills for the modern workplace,
 - (b) Supporting Looked After Children (LAC) and care leavers to develop their skills for the workplace that will be evolving constantly. For

example, Coding Clubs, access to coaching and mentoring, practical support with CV writing and interview skills,

- (c) Ensure Wiltshire's third sector can be supported to access the pre-existing Microsoft initiatives made available for the sector.

Mobilisation planning took place through July and August, with the formal kick off meeting of the programme on 26 September.

The Microsoft Community Investment programme kicked-off on 11 September.

Proposal(s)

That Cabinet note:

- i) That on 29 June the Council entered into the G-Cloud 9 Call-Off Contract with the supplier Microsoft Limited (MCS – Public Sector)
- ii) That on 29 June the Council entered into the G-Cloud 9 Call-Off Contract with the supplier Thoughtonomy Limited
- iii) The decision to enter into the contracts was made by the Corporate Director for Communities, Resources and Digital after consultation with the Cabinet Member for Finance, Procurement, ICT and Operational Assets, Corporate Director for Growth, Investment and Place, Corporate Director for Children and Education and the Director of Finance and Procurement.
- iv) Note the progress of the Microsoft Navigator programme.

Reason for Proposal(s)

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Purpose of Report

1. To update Cabinet on the Cloud Navigator programme proposal and decision made to enter into the contract with both Microsoft and Thoughtonomy.

Relevance to the Council's Business Plan

2. Working as an innovative and effective Council through the use of dynamic digital technology.
3. Focussing on customers and delivering good outcomes whilst spending less.
4. Enable greater digital access to all services so that more of our services are automated allowing customers to book, pay and do online what they need 24/7.
5. Developing the appropriate digital tools to facilitate early intervention, integration and prevention to address the increasing demand on services.

Background

6. On 12 July 2018 Cabinet:
 - i) Made an in-principle decision to embark on the Cloud Navigator Programme.
 - ii) Agreed to award a call-off contract from the G-Cloud 9 framework arrangements to Microsoft and Thoughtonomy.
 - iii) Based on the completion of the full business case and in line with the funding recommendations made in paragraph 54, Cabinet delegated the decision to enter into the contractual agreement and approve capital expenditure to the Corporate Director for Communities, Resources and Digital after consultation with the Cabinet Member for Finance,

Procurement, ICT and Operational Assets, Corporate Director for Growth, Investment and Place, Corporate Director for Children and Education and the Director of Finance and Procurement.

- iv) Agreed that the Corporate Director for Communities, Resources and Digital is nominated as the Contracting Council's Representative for the purposes of the Contract.

Main Considerations for the Council

- 7. The decisions to progress with the Microsoft Navigator programme was made with the relevant expertise across the Council that formed the Digital Programme Team. The team included:

Interim Director of Finance and Procurement
Director of Legal and Democratic
Head of Programme Office
Director of Corporate Services and Digital
Head of Procurement
Head of ICT
Cabinet Member for Finance and ICT
Portfolio Holder for Digital and ICT

- 8. Microsoft is a trusted, strategic supplier and much of the Council's ICT is based on their technology.
- 9. The contracts have a clear focus on the transfer of knowledge and will allow upskilling of teams in the Council to continue developing digital capabilities after the life of the contract.
- 10. Working with Microsoft and an ambitious development programme and will help mitigate the Council's current risk of successfully recruiting and retaining ICT expertise in a very competitive market.
- 11. Entering into the contract provides the opportunity to work with Microsoft on their Microsoft Citizen Engagement programme. This is a value-added service that sits outside of the contract but adds weight to the consideration of best value for money.
- 12. Microsoft has already commenced work with the Council, with a formal kick off meeting held on 19 September. Between September and November, workshops will be held on initiatives such as intelligence review and cyber security. The digital platform project will be initiated towards the end of October that will replace and significantly build upon the application 'MyWiltshire' and 'Lagan'.

Overview and Scrutiny Engagement

13. Overview and Scrutiny have assigned a task group to the Digital programme, the chair of which also sits on the Digital programme board.

Safeguarding Implications

14. One of the longer-term outcomes from the Business intelligence review will be to recommend improvements on how the Council can better access and analyse all of the data which it holds. This could support better insight into historical and future demands and trends.

Public Health Implications

15. One of the longer-term outcomes from the business intelligence review will be to recommend improvements on how the Council can better access and analyse all of the data which it holds. This could support better insight into historical and future demands and trends.

Procurement Implications

16. The Council has extended the contract for MyWiltshire to align with the implementation of the new platform.

Equalities Impact of the Proposal

17. The delivery of digital tools will provide another route to access Council services. The customer will be at the heart of the changes developed and the tools by design will ensure interactions are easy, convenient, safe and reliable. However, our policy is that digital interactions are 'by choice' and not by 'default'.

Environmental and Climate Change Considerations

18. No impact

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

19. No decision required, for update only.

Financial Implications

20. A process is being design in conjunction with Finance and the programme's Director for Digital (interim) that will record the planned and

accrued benefits to be realised through this programme of work. Reporting will be through the programme board.

Legal Implications

21. Legal support and advice have been sought and provided through the procurement process with Microsoft and Thoughtonomy.

Options Considered

22. Update only

Conclusions

23. Update only

Paul Day

Date of report 17 August 2018

Appendices

Background Papers

The following documents have been relied on in the preparation of this report:

Wiltshire Council's Digital Strategy
Wiltshire Council's Business Plan 2017-21