

REVIEW OF CORPORATE SERVICES – IT ROADMAP

1. Information Technology is a pivotal function supporting the totality of operational services across the whole of both Councils. Any change to the operation of IT has to consider the impact on the services reliant on the IT infrastructure and systems, and therefore must be managed in a structured and coordinated fashion. To that end alignment of IT services must be mindful of contractual obligations of both parties and service requirements, and therefore the pace of such alignment is likely to extend into the medium-term.
2. There are two elements of the IT service which could be aligned and so bring about a sharable service – IT Infrastructure and IT Systems. It is useful to outline the IT environments in both authorities.
3. Over the last five years EBC have undertaken a comprehensive rationalisation of its business systems, reducing the number of suppliers from fourteen to five. A long term partnership with an technology support provider has also been in place since 2007, and has brought significant improvement and efficiency in the management of the infrastructure platform. This change has been accompanied by the establishment of a new operating model or 'Future Model' across operational functions which utilises technology to deliver innovative, 'agile' services.
4. LDC is seeking to undertake a similar journey, having undertaken much groundwork to deliver quality in-house support services. Options exist for a similar 'transformational' approach to technology provision, and these are now being taken forward. At this stage, LDC runs a wide number of business systems across its operational services, which have been commissioned in response to historic business requirements. Exploring a consolidation of the number of these systems forms an important part of this 'roadmap'.
5. Therefore a proposed journey of alignment for the Councils' IT services is outlined below.

(a) Infrastructure

Compare infrastructure estate and future ambitions, and identify natural review points for infrastructure provision.	October 2014
Consideration of business case for achieving a critical mass of convergence that would enable shared services.	March 2015

(Decision point – whether to proceed further)	
<p>Agree procurement strategy for LDC and EBC. Options include:</p> <ul style="list-style-type: none"> a. Joint procurement of systems when applicable and piecemeal convergence of systems; b. LDC adopts programme to move to single supplier of infrastructure systems, similar to EBC model. <p>This will involve a Best Value assessment of insourcing and outsourcing options including a market engagement exercise and independent (iESE) appraisal.</p>	May 2015
Procurement strategy implemented.	2015-20

(b) Systems

LDC / EBC undertake comparison of alignment of systems and contract lapse / renewal dates.	October 2014
LDC bring together 'Systems admin' / support into a central pool of multi-skilled systems support; Eastbourne review existing arrangements and potential for cross-skilling within team.	December 2014
Consider implications of wider Transformation Programme (including projects on new service delivery model and shared corporate services) for IT services.	December 2014
<p>(Decision point – further steps partly depend on infrastructure strategy)</p> <p>Agree systems support strategy reflecting infrastructure procurement strategy and business process remodelling or alignment. Options include closer integration of EBC and LDC systems support through contractual arrangements (see issue below).</p>	May 2015
Systems support strategy implemented.	2015-20

Other Key Issues

- The drivers for change will be cost reduction in both authorities, but also to adopt new, or refresh existing, partnership arrangements in Infrastructure.
- Competitive Dialogue may be an approach to bring the greatest innovation to a potential partnership, and encourage aggregation and collaboration.

- A key premise in any wholesale convergence of systems is that the same workflow will be used by both parties.
- In any event, a reduction in suppliers in LDC would be thought desirable (akin to the reduction from 14 to 5 in EBC).
- There will also be a need to join up with the other streams in the Review as service convergence may bring around system convergence – both technically and contractually.