EXTRAORDINARY OVERVIEW AND SCRUTINY COMMITTEE

VERBAL BRIEFING ON
FUTURE DIGITAL INFRASTRUCTURE OPTIONS PAPER

Wednesday 11th January 2023

Chris Bradley – Executive Head of Commercial
Tom Locke – Digital Service Manager
Hamish Buchanan – Digital Architect

Havant BOROUGH COUNCIL

Introduction

- The current 5Cs Capita arrangements for the “ICT infrastructure and security provision” ends in September 2025.
- We need to make a decision now to enable resources to meet the September 2025 deadline.
- The complexity of the ICT Infrastructure and Security provision means this is the first of the 5Cs Exit procurement strategies. Others to follow.
- The scope of the paper is limited to the ICT Infrastructure and Security provision
- This report makes a recommendation on HBC’s procurement strategy for this service
- The Business case, with costings, for sign off is scheduled for Summer 2023
- Councillor, resident and staff experience will largely look the same but with a better service and more scope for improvements

Havant BOROUGH COUNCIL

Scope of IT Infrastructure and Security Procurement

- Microsoft 365 tenancy administration.
- Device packaging (i.e. laptop/PC builds and application distribution)
- Security
- Systems backup and recovery
- Hosting of servers
- Managed PSN-secure environment for Election services
- Internet connectivity and Wi-Fi
- Staff helpdesk and escalation management
- Desk telephony and integration – will not impact Customer Contact Centre provision
- Service desk & requests

NOT in scope:

- Printing
- Device procurement (laptops and mobile phones)
- Offboarding of legacy systems to Software as a Service (SaaS) products

Havant BOROUGH COUNCIL

The challenge - ICT Roadmap to 2025+

- Maintain a **secure environment** for services to operate – right tools
- Enhance councillor, resident, and staff experience and **reduce costs by offboarding legacy application platforms**
- Support new ways of working, including **new technology exploration and implementation**
- Establish a **procurement process for a new ICT provider** within timeline
- **5C Exit** – Plan and develop the exit of ICT from the 5Cs contract
- To **reduce 5C costs** within the remaining term of the contract – **Sept '25**

Havant BOROUGH COUNCIL

Our current architecture

IT Infrastructure & Services

- Printers
- Identities (Active Directory)
- Device Builds (Laptops)
- Security Processes & Best Practice
- Internal Helpdesk
- Certificates
- Desk Phones
- Secure Environments (e.g. Elections)
- Wifi & Networking

On Premise

- Parking body cameras (DEMS)
- EHDC secondary Netcall server
- SIP Trunking (EHDC telephony)
- Branch in a Box
- Internet comms server
- Print Server (Papercut)
- HCC Infrastructure

Capita Hosted Systems (In Nuvem Data Centre)

- Planning (Acolaid)
- Planning Policy (Acolaid)
- Gazeteer (Acolaid)
- Env. Health (Acolaid)
- Licensing (Lalpac)
- Elections (Xpress)
- Grants (Acolaid)
- Planning Enforcement (Acolaid)
- Flooding (SANDS)
- Mapping (QGis)
- Content (Shared Drives)
- Incident Register

Office 365

- Collaboration (Office 365)
- Email (Exchange)
- Content (SharePoint/ OneDrive)

Other Hosting

- Payments (Pay 360)
- Public Website (Webcurl)
- Parking (ParkMap/ MapInfo)
- HR & Payroll (Zellis)
- Contract Perf. (Socrata)
- Finance (Integra)

Outsourced

- Planning Portal
- Call Centre (Capita)
- Land Charges (Capita)
- Waste/Bartec (Norse)
- Burials (Norse)
- Revs & Bens (Capita)
- Legal (Iken)

Software as a Service

- Housing (Hampshire HomeChoice)
- Mapping (iShare)
- Social Media
- Governance (Modern G.)
- CitizenLab
- Dev. Contrib. (Exacom)
- SmartSurvey
- Procurement (Proactis)
- Parking (SiDEM)
- Building Ctr. (Tascomi)
- Traffic (SignPlot)
- Training (Meta-Compliance)
- Project Content (Kahootz)
- Learning (Virtual College)
- Room Booking (Matrix)

Move to Target architecture (1/4)

IT Infrastructure & Services

- Printers
- Identities (Active Directory)
- Device Builds (Laptops)
- Security Processes & Best Practice
- Internal Helpdesk
- Certificates
- Desk Phones
- Secure Environments (e.g. Elections)
- Wifi & Networking

On Premise

- Parking body cameras (DEMS)
- EHDC secondary Netcall server
- SIP Trunking (EHDC telephony)
- Branch in a Box
- Internet comms server
- Print Server (Papercut)
- HCC Infrastructure

Capita Hosted Systems (In Nuvem Data Centre)

- Planning (Acolaid)
- Planning Policy (Acolaid)
- Gazeteer (Acolaid)
- Env. Health (Acolaid)
- Licensing (Lalpac)
- Elections (Xpress)
- Grants (Acolaid)
- Planning Enforcement (Acolaid)
- Flooding (SANDS)
- Mapping (QGis)
- Content (Shared Drives)
- Incident Register

Office 365

- Collaboration (Office 365)
- Email (Exchange)
- Content (SharePoint/ OneDrive)

Other Hosting

- Payments (Pay 360)
- Public Website (Webcurl)
- Parking (ParkMap/ MapInfo)
- HR & Payroll (Zellis)
- Contract Perf. (Socrata)
- Finance (Integra)

Outsourced

- Planning Portal
- Call Centre (Capita)
- Land Charges (Capita)
- Waste/Bartec (Norse)
- Burials (Norse)
- Revs & Bens (Capita)
- Legal (Iken)

Software as a Service

- Housing (Hampshire HomeChoice)
- Mapping (iShare)
- Social Media
- Governance (Modern G.)
- CitizenLab
- Dev. Contrib. (Exacom)
- SmartSurvey
- Procurement (Proactis)
- Parking (SiDEM)
- Building Ctr. (Tascomi)
- Traffic (SignPlot)
- Other workflows
- Generic Case Management
- Training (Meta-Compliance)
- Project Content (Kahootz)
- Learning (Virtual College)
- Room Booking (Matrix)

Move to Target architecture (2/4)

IT Infrastructure & Services

- Printers
- Identities (Active Directory)
- Device Builds (Laptops)
- Security Processes & Best Practice
- Internal Helpdesk
- Certificates
- Desk Phones
- Secure Environments (e.g. Elections)
- Wifi & Networking

On Premise

- Parking body cameras (DEMS)
- EHDC secondary Netcall server
- SIP Trunking (EHDC telephony)
- Branch in a Box
- Internet comms server
- Print Server (Papercut)
- HCC Infrastructure

Capita Hosted Systems (In Nuvem Data Centre)

- Gazeteer (Acolaid)
- Elections (Xpress)
- Flooding (SANDS)
- Mapping (QGis)
- Content (Shared Drives)
- Incident Register

Office 365

- Collaboration (Office 365)
- Email (Exchange)
- Content (SharePoint/ OneDrive)

Other Hosting

- Payments (Pay 360)
- Public Website (Webcurl)
- Parking (ParkMap/ MapInfo)
- HR & Payroll (Zellis)
- Contract Perf. (Socrata)
- Finance (Integra)

Outsourced

- Planning Portal
- Call Centre (Capita)
- Land Charges (Capita)
- Waste/Bartec (Norse)
- Burials (Norse)
- Revs & Bens (Capita)
- Legal (Iken)

Software as a Service

- Housing (Hampshire HomeChoice)
- Mapping (iShare)
- Social Media
- Governance (Modern G.)
- CitizenLab
- Dev. Contrib. (Exacom)
- SmartSurvey
- Procurement (Proactis)
- Parking (SiDEM)
- Building Ctr. (Tascomi)
- Traffic (SignPlot)
- Planning
- Planning Policy
- Other workflows
- Licensing
- Env. Health
- Grants
- Planning Enforcement
- Generic Case Management
- Training (Meta-Compliance)
- Project Content (Kahootz)
- Learning (Virtual College)
- Room Booking (Matrix)

Move to Target architecture (3/4)

IT Infrastructure & Services

- Printers
- Identities (Active Directory)
- Device Builds (Laptops)
- Security Processes & Best Practice
- Internal Helpdesk
- Certificates
- Desk Phones
- Secure Environments (e.g. Elections)
- Wifi & Networking

On Premise

- Parking body cameras (DEMS)
- EHDC secondary Netcall server
- SIP Trunking (EHDC telephony)
- Branch in a Box
- Internet comms server
- Print Server (Papercut)
- HCC Infrastructure

Office 365

- Content (Shared Drives)
- Collaboration (Office 365)
- Email (Exchange)
- Content (SharePoint/ OneDrive)

Other Hosting

- Payments (Pay 360)
- Public Website (Webcurl)
- Parking (ParkMap/ MapInfo)
- Gazeteer (tbc)
- Flooding (SANDS)
- Elections (Xpress)
- Mapping (QGis)
- Incident Register
- HR & Payroll (Zellis)
- Contract Perf. (Socrata)
- Finance (Integra)

Outsourced

- Planning Portal
- Call Centre (Capita)
- Land Charges (Capita)
- Waste/Bartec (Norse)
- Burials (Norse)
- Revs & Bens (Capita)
- Legal (Iken)

Software as a Service

- Housing (Hampshire HomeChoice)
- Mapping (iShare)
- Social Media
- Governance (Modern G.)
- CitizenLab
- Dev. Contrib. (Exacom)
- SmartSurvey
- Procurement (Proactis)
- Parking (SiDEM)
- Building Ctr. (Tascomi)
- Traffic (SignPlot)
- Planning
- Planning Policy
- Other workflows
- Licensing
- Env. Health
- Grants
- Planning Enforcement
- Generic Case Management
- Training (Meta-Compliance)
- Project Content (Kahootz)
- Learning (Virtual College)
- Room Booking (Matrix)

Our Target architecture

Items covered by new ICT Supplier (Prime Contractor)

IT Infrastructure & Services	On Premise	Office 365	Other Hosting	Outsourced	Software as a Service
Printers	Parking body cameras (DEMS)		Payments (Pay 360)	Planning Portal	Housing (Hampshire HomeChoice)
			Public Website (Webcurl)		Mapping (iShare)
			Parking (ParkMap/ MapInfo)		Social Media
			Gazeteer (tbc)		Governance (Modern G.)
					CitizenLab
					Dev. Contrib. (Exacom)
					SmartSurvey
					Procurement (Proactis)
				Call Centre (Capita)	Parking (SiDEM)
					Building Ctr. (Tascomi)
				Land Charges (Capita)	Traffic (SignPlot)
					Planning
				Waste/Bartec (Norse)	Planning Policy
Device Builds (Laptops)	Branch in a Box	Content (Shared Drives)	Flooding (SANDS)		Other workflows
Internal Helpdesk					Licensing
				Burials (Norse)	Env. Health
Certificates	Internet comms server	Collaboration (Office 365)	Elections (Xpress)		
Desk Phones					Grants
			HR & Payroll (Zellis)	Revs & Bens (Capita)	Planning Enforcement
Secure Environments (e.g. Elections)	Print Server (Papercut)	Email (Exchange)	Mapping (QGis)		Generic Case Management
Wifi & Networking					
			Contract Perf. (Socrata)	Legal (Iken)	Training (Meta-Compliance)
Security Processes & Best Practice	HCC Infrastructure	Content (SharePoint/ OneDrive)	Incident Register		Project Content (Kahootz)
Identities (Active Directory)					
			Finance (Integra)		Learning (Virtual College)
					Room Booking (Matrix)

Future IT Infrastructure and Security Options

The following four options for the IT Infrastructure and security have been considered:

Option 1 – Single supplier (prime contractor); private or public sector

Option 2 - Bring in-house

Option 3 - Partnership; shared ownership and shared governance

Option 4 - Multiple smaller supplier/partners

Recommended: Option 1 – seek a single supplier (prime contractor); private or public sector

Havant BOROUGH COUNCIL

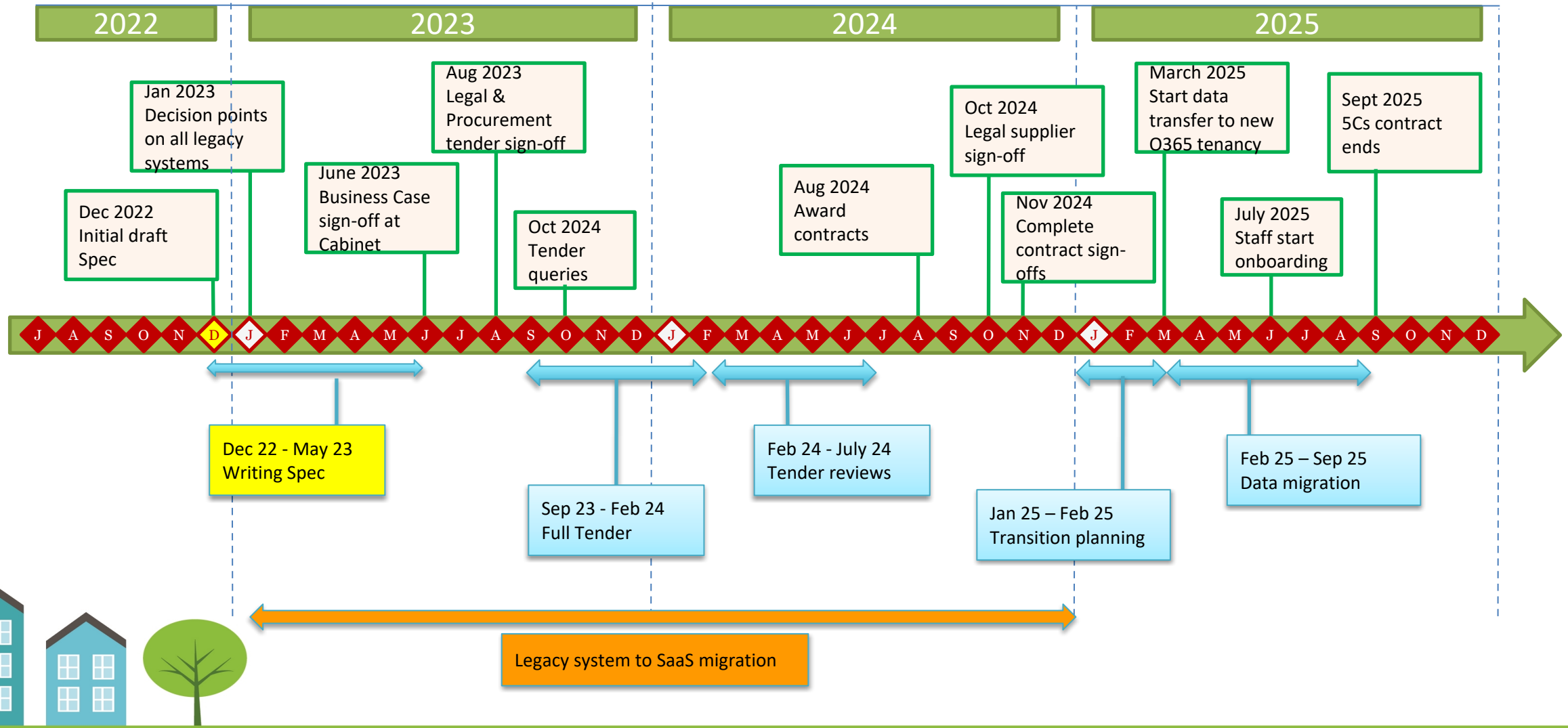
Comparative Analysis

Criteria	Option 1 – Single ICT supplier	Option 2 – Internal ICT provision	Option 3 – Shared Partner ICT provision	Option 4 – Multiple smaller partners
Value for Money	VHQ	LQ	AQ	AQ
Experience for Councillors & Staff	VHQ	VHQ	AQ	LQ
Minimise risk burden	VHQ	LQ	AQ	LQ
Flexibility	HQ	AQ	LQ	VHQ
Reliability	VHQ	AQ	HQ	AQ
Ease of migration and transition	VHQ	LQ	AQ	LQ

Option 1 represents the lowest risk and provides the best value for money and user experience, reliability and ease of migration.

Option 1 is our recommended approach:

Tender to a single supplier (prime contractor); private or public sector

Havant BOROUGH COUNCIL

HBC 5Cs ICT Exit & SaaS procurement timeline - Milestones