



## Portfolio Holder Report

The portfolio holder will make a decision on this item after seven days have elapsed (including the date of publication).

Report of:	Portfolio Holder	Date of publication
Marianne Hesketh, Service Director Performance and Innovation	Cllr Alan Vincent, Resources Portfolio Holder and Deputy Leader	14 May 2018

### Procurement of new IT Service Management software

#### 1. Purpose of report

- 1.1 To seek approval for the purchase of new IT Service Management software to ensure the alignment of our processes to industry standard IT Service Management.
- 1.2 To provide accurate and real time performance and business intelligence information for decision making and an online portal to encourage self-service and to facilitate automation and internal digital transformation.

#### 2. Outcomes

- 2.1 We will deliver cost effective, quality services.
- 2.2 We will progress the digital transformation of our services.

#### 3. Recommendation

- 3.1 That approval is given to proceed with the purchase of IT Service Management software under the exemption to Contract Procedures contained within the Financial Regulations and Financial Procedure Rules; on the grounds that exemptions may apply where "a framework agreement is available that necessitates the Council not having to go out to tender and the goods, works and services will still provide the Council with best value for money".

## **4. Background**

- 4.1** The current IT Service Management software is unlicensed and unsupported and is not suitable for the needs of the ICT service area.
- 4.2** It is best practice for organisations to use IT Service Management solutions to identify efficiencies in service delivery by streamlining and aligning processes. IT Service Management Software can provide the necessary business intelligence to target efficiencies in service delivery by reporting on key areas to focus resources, encourage self-service by users and reduce duplication of effort. This can deliver savings through application rationalisation and the expansion of the digitalisation of services which form part of the #DigitalWyre strategy.

## **5. Key issues and proposals**

- 5.1** The current software is obsolete and out of support and is in need of replacement. The software does not offer the ability to include core ITIL (industry standard) processes other than Incident Management and even this is at a primitive level.
- 5.2** There is a lack of business intelligence to evaluate and target where efficiencies can be made in ICT services and processes.
- 5.3** There is currently no facility for the ICT service area to advertise services and knowledge to encourage and promote self-service and automation.
- 5.4** The Crown Commercial Services (CCS) Corporate Software Solutions Contract ID: RM1042 Lot 4 has been used to invite framework suppliers to tender for a proposed solution. The Evaluation criteria was divided into three separately scored areas which were: Price (30%), Quality General (30%) and Quality ITSM (40%). The Quality General criteria establishes any software solution's ability to meet our strategic technical requirements and the Quality ITSM criteria is specific to the required software.
- 5.5** Through the CCS Framework, a Service Management Software provider has been selected. The Contract duration is for five years.

## **6. Delegated functions**

- 6.1** The matters referred to in this report are considered under the following executive function delegated to the Resources Portfolio Holder (as set out in Part 3 of the council's constitution): "To consider departures from Rules relating to financial and contractual matters if appropriate."

<b>Financial and legal implications</b>	
Finance	The cost of the proposed implementation will be £14,433 plus £12,050 in respect of licensing costs bringing the total in Year 1 to £26,483. There will be an ongoing fixed annual cost of £12,050 for licensing. The initial implementation costs will be met from the Value for Money Reserve and the ongoing costs will be funded from existing ICT budgets following a software review to rationalise the number of applications currently used. These savings will be confirmed as part of the Revised Estimates setting process.
Legal	A contract for the purchase and implementation of the IT system will be entered into with the successful supplier which complies with the Council's Financial Regulations and Financial Procedure Rules.

### **Other risks/implications: checklist**

If there are significant implications arising from this report on any issues marked with a ✓ below, the report author will have consulted with the appropriate specialist officers on those implications and addressed them in the body of the report. There are no significant implications arising directly from this report, for those issues marked with a x.

<b>risks/implications</b>	<b>✓ / x</b>
community safety	<b>x</b>
equality and diversity	<b>x</b>
sustainability	<b>x</b>
health and safety	<b>x</b>

<b>risks/implications</b>	<b>✓ / x</b>
asset management	<b>x</b>
climate change	<b>x</b>
data protection	<b>✓</b>

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<b>List of background papers:</b>		
name of document	date	where available for inspection
None		

### **List of appendices**

None

arm/ph/re/cr/18/0005sb1