

# IAA Revisions Summary

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JANUARY 12 2022

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## 1 Version Control

<i>Version</i>	<i>Summary</i>	<i>Date</i>	<i>Editor</i>
0.1	First Outline	30.07.20	TDG
0.2	Addition of ToR for OMG & more general changes	05.08.20	TDG
0.3	Changes to Service description	06.08.20	TDG
0.4	Changes to Financial Principles	12.08.20	TDG
0.5	Redefinition of SLAs	15.10.20	TDG
0.6	New document template	15.10.20	TDG
0.7	Additional changes to Schedule 3	19.10.20	TDG
0.8	Finalised version to reflect Option 1 of TOM	06.11.20	TDG
0.9	Amended RTO table	11.11.20	TDG
1.1	Final version	12.01.22	FN

## 2 Document Approval

<i>Version</i>	<i>Date</i>	<i>Approver</i>
1.0	13.11.20	Fabio Negro

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### 3 Table of Contents

1	Version Control.....	2
2	Document Approval .....	2
3	Table of Contents .....	3
4	Introduction.....	4
5	Inter-Authority Agreement (Main document) .....	5
6	Schedule 1 – Partnership Principles .....	6
7	Schedule 2 – TUPE .....	6
8	Schedule 3 – Service Description .....	6
9	Schedule 4 – Conflicts of Interest Protocol .....	9
10	Schedule 5 – Exit Management Protocol .....	9
11	Schedule 6a – Governance and Terms of Reference for Joint Committee .....	9
12	Schedule 6b – Terms of Reference for Joint Management Board .....	10
13	Schedule 6c – Terms of Reference for Operational Management Group (NEW) .....	10
14	Schedule 7 – Key Personnel.....	10
15	Schedule 8 – Financial Principles.....	11
16	Schedule 9 – Procurement Protocol.....	13
17	Schedule 10 – Dispute Resolution Process.....	14
18	Schedule 11 – Insurance Liability Scenarios .....	14

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## 4 Introduction

This document summarises the changes made to the various schedules that comprise the Inter Authority Agreement. Many of the updates are trivial in nature, simply updating the names, dates and people of the service.

The more meaningful alterations, as part of the Target Operating Model, attempts to clarify ambiguities of the past and can be found in:

- Main IAA document
- Service Description, Schedule 3 - Mainly SLAs & KPIs
- Financial Principles, Schedule 8 – Apportionment model changes
- Procurement Protocol, Schedule 9, Page 1, Paragraph 1.8, explained below as this requires a decision:
  - o The process and thresholds for approval of spend currently differs in Lewisham from the other two partner councils, whereby any spend over £500,000 must be approved by Lewisham Cabinet.
  - o For Southwark and Brent, the threshold for cabinet approval is £2m, and Southwark have delegated the approval of this spend to Brent Cabinet for spend pertaining to the shared service.
  - o The result of this difference in threshold and approval governance currently requires approval from Lewisham Cabinet for any Lewisham spend over £500,000 (and Brent cabinet for spend over £2m in either Brent or Southwark), which causes undue delay to some renewals of our larger contracts and could be simplified if Lewisham were to amend thresholds, specifically for STS spend, in line with Southwark and Brent (£2m).

There is also one additional schedule: “Schedule 6c Terms of Reference for Operational Management Group”.

The proposed changes to these sections are in line with the agreed Target Operating Model organisational structure, costs and strategy.

## 5 Inter-Authority Agreement ([Document Link](#))

Page	Change
<b>ALL</b>	Replaced “Shared ICT Service” with “Shared Technology Services” (185 instances)
<b>ALL</b>	All other references to “Joint Head of ICT” also changed to “Managing Director of Shared Technology Service” (30 instances)
<b>Page 1</b>	Amend year to 2021
<b>Page 4</b>	Amend year to 2021
<b>Page 10</b>	New Commencement Date of this revised IAA of 1 <sup>st</sup> April 2021
<b>Page 15</b>	Joint Head of ICT role changed to “Managing Director of Shared Technology Services” and section moved to Page 16 to continue alphabetical listing
<b>Page 16</b>	Additional definition of “Operational Management Group”
<b>Page 23, Para 2.1</b>	Added a reference to the original title of “Shared ICT Service”
<b>Page 24, Para 2.5</b>	Replaced “and establish” with “for” and deleted “to be”
<b>Page 25, new Para 3.2</b>	Added a section detailing the review point for the IAA itself, as this was omitted in original IAA
<b>Page 27, new Para 4.3, 4.3.1 and 4.3.2</b>	Added “Operational Management Group” to the Shared Technology Service Governance
<b>Page 55, Para 22.2</b>	Added “, the Operational Management Group”

<b>Page 56, new Para 22.4</b>	Added to set out Councils' responsibility to co-ordinate audit requirement on the Shared Technology Service
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## 6 Schedule 1 – Partnership Principles

Page	Change
<b>ALL</b>	Replaced “Shared ICT Service” with “Shared Technology Services” (4 instances)

## 7 Schedule 2 – TUPE

Page	Change
<b>ALL</b>	Replaced “Shared ICT Service” with “Shared Technology Services” (51 instances)

## 8 Schedule 3 – Service Description ([Document Link](#))

Page	Change
<b>ALL</b>	Replaced “Shared ICT Service” with “Shared Technology Services” (117 instances)
<b>Page 4</b>	Amended opening paragraph to include Southwark. Now reads as “Brent and Lewisham councils established a shared ICT service in April 2016 and Southwark joined in 2017. This includes common ICT infrastructure, service desk covering all aspects of ICT support, associated project management, financial management, procurement, contract management and administration services. Brent employ all staff associated with providing these services. The full cost of delivering the service is shared equally between the three organisations. There are a small number of exceptions to this where the costs of a contract relate specifically to one of the councils, then that contract is managed solely by that council.

<b>Page 4</b>	Deleted “In November 2017, the London Borough of Southwark approached the shared ICT service with a view to joining. Formal approval was granted by all 3 Councils to extend the shared ICT service to incorporate Southwark.”
<b>Page 4</b>	Deleted the following sentence from the introduction section as it’s no longer the case: “A review of this function is underway and the aspiration is to merge this service across both councils to enable a greater resilience in terms of cover arrangements and knowledge sharing across a consolidated team.”
<b>Page 4</b>	Changed to “The Shared Technology service personnel are employed as Brent staff, but its raison d’etra is to provide a high-quality service to all three organisations equally. The governance to manage the service is via a shared management board which is overseen by a joint committee.”
<b>Page 4</b>	Updated the section in the introduction regarding Southwark onboarding to be a historic statement.
<b>Page 4</b>	Added a sentence about the re-brand to Shared Technology Service in 2020.
<b>Page 5</b>	Changed PM time to “Core Hours”
<b>Page 6</b>	Tier 0 / 1 / 2 Service table simplified and moved to section 3.1 from its own original section.
<b>Page 7 Section 3.2</b>	Added “an entire council or councils” to describe P1 incidents.
<b>Page 7 Section 3.2</b>	SLAs modified to reflect the SLAs in Option 1 of the TOM proposal, pending approval.
<b>Page 9, Section 3.3</b>	Changed heading of “Operating Hours” to “Service Desk Operating Hours” to clarify what is available outside of working hours.
<b>Page 9, Section 3.3</b>	SLAs modified to reflect the SLAs in Option 1 of the TOM proposal, pending approval.
<b>Page 10</b>	OMG operational reporting is 4-weekly, so KPI changed to OMG, not JMB.

<b>Page 1, Section 3.4</b>	Updated the link to performance dashboard
<b>Page 1, Section 3.4</b>	Removed “NB: Above is a Development link, to be updated. At the time of writing this link is only accessible directly via the Brent or Lewisham network. Once Southwark are on the same network this will be accessible across all of the partner Councils.”
<b>Section 4 onwards</b>	Simplified tables where STS is solely responsible for the service operation.
<b>Page 15 Section 4.2.3</b>	Added Council responsibility for identifying opportunities for improvement in services
<b>Page 33 Section 7.5</b>	Added Council responsibility for upgrades and installations to provide STS with forward notice of need for support.
<b>Page 34 Section 7.6</b>	<p>Removed “(NB:- Until Southwark services are fully migrated and transformed by Shared Technology Service- Data Retention Policy needs to be agreed –this will be subject to how many tapes Southwark wants to maintain/fund)</p> <p>Shared Technology Services are currently waiting for Southwark to provide their current Capita DR arrangements. The ultimate objective is that the RTOs and RPOs per service will replicate those which Brent and Lewisham have.</p> <p>There will be a need to document a transition timeline for the RTO of different services, as we will be implementing additional High Availability (HA) and Resilience measures during the transition of services to the new data centres</p> <p>On the 1st of November Shared Technology Services will not be in position to deliver anything more than the current Capita-managed “as-is” service.)”</p>
<b>Page 34 Section 7.6</b>	Added “The Recovery Time Objective (RTO) and Recovery Point Objective for key services are detailed in the table below. For the purposes of DR RTO, the times quoted are for individual services. In the event of a total loss of all services, it is not expected that we could recover all services within these individual target times.
<b>Page 35 Section 7.6</b>	Revised some of the individual RTO targets to be more achievable and included Southwark.
<b>Page 39 Section 9.3</b>	Added joint responsibility for defining deliverables requirements.



## 9 Schedule 4 – Conflicts of Interest Protocol

Page	Change
<b>ALL</b>	Replaced “Shared ICT Service” with “Shared Technology Services” (4 instances)

## 10 Schedule 5 – Exit Management Protocol

Page	Change
<b>ALL</b>	Replaced “Shared ICT Service” with “Shared Technology Services” (94 instances)
<b>ALL</b>	Replaced “Joint Head of ICT” with “Managing Director of Shared Technology Services” (8 instances)

## 11 Schedule 6a – Governance and Terms of Reference for Joint Committee

Page	Change
<b>ALL</b>	Replaced “Shared ICT Service” with “Shared Technology Services” (3 instances)
<b>Page 6</b>	Updated ToR table with new role titles of attendees
<b>Page 7</b>	Included Governance Arrangements diagram, missing from original

## 12 Schedule 6b – Terms of Reference for Joint Management Board

Page	Change
<b>ALL</b>	Replaced “Shared ICT Service” with “Shared Technology Services” (7 instances)
<b>ALL</b>	Replaced “Joint Head of ICT” with “Managing Director of Shared Technology Services” (5 instances)
<b>Page 6</b>	Updated ToR table with new role titles of attendees
<b>Page 7</b>	Updated Governance Arrangements diagram to include Operational Management Group and Senior Leadership Team

## 13 Schedule 6c – Terms of Reference for Operational Management Group (NEW)

Page	Change
<b>ALL</b>	New document to detail Terms of Reference for the Operational Management Group.

## 14 Schedule 7 – Key Personnel

Page	Change
<b>ALL</b>	Replaced “Shared ICT Service” with “Shared Technology Services” (3 instances)
<b>ALL</b>	Changed role title from “Head of Shared ICT Service” to “Managing Director of Shared Technology Services”.
<b>Page 1</b>	Changed role title from “Head of IT Service Delivery” to “Head of Operations” and amended Post Holder to Kevin Ginn.

<b>Page 1</b>	Changed “Head of Programmes and Transformation” to “Head of Partnerships and Project” and amended Post Holder to “Jo Barker
<b>Page</b>	Added additional role of “Head of Strategy & Technology”, Post Holder “TBC (Vacancy)”

## 15 Schedule 8 – Financial Principles ([Document link](#))

<b>Page</b>	<b>Change</b>
<b>ALL</b>	Replaced “Shared ICT Service” with “Shared Technology Services” (63 instances)
<b>ALL</b>	Replaced “Joint Head of ICT” with “Managing Director of the Shared Technology Services” (3 instances)
<b>Page 2, Table 1</b>	Added details of the new Apportionment User Numbers and percentage splits
<b>Page 4</b>	Split the apportionment table (Table 2) into three separate tables to show differing methods of apportioning costs: <ul style="list-style-type: none"> <li>• Table 2a shows costs that will be apportioned based on user numbers</li> <li>• Table 2b shows any costs that are charged on a Sole Use basis</li> <li>• Table 2c shows any costs that will be apportioned based on consumption</li> </ul>
<b>Page 8, Para 7</b>	Added “subject to demand” to clarify availability of project resources included in staff costs.
<b>Page 9</b>	Removed: “Costs for transitioning the current Southwark ICT service to Brent and the subsequent migration of equipment from Capita datacentres to those managed by Brent will be a combination of one-off costs which

	Southwark will fund and use of the Shared Technology Service project resource which Southwark will contribute to as of the Commencement Date.” as this is an in-flight project and is being delivered.
<b>Page 10</b>	Removed: “TUPE Protected Costs of Transferring Southwark Employees and/or Transferring Previous Southwark Contractor Employees transferring on the Commencement Date will be met by Southwark in the first 12 months following that first Transfer Date. Thereafter they will either cease or be incorporated into Staff Remuneration Costs.” as Southwark transfer is now complete.
<b>Page 10</b>	Removed: “Reorganisation Costs: Any Reorganisation Costs in relation to the first Transfer Date as a result of a reorganisation of the Shared Technology Service Staff, which shall be carried out within 6 months of the Commencement Date, shall be apportioned between Brent, Lewisham and Southwark as follows: Brent shall pay 17% of the Reorganisation Costs; Lewisham shall pay 17% of the Reorganisation Costs and Southwark shall pay 66 % of the Reorganisation Costs.” as transfer and initial reorganisation was completed in 2018.
<b>Page 10, Para 14</b>	Replaced “the transferring Council” with “a transferring Council” to refer to any future transfers into the Shared Technology Service.
<b>Page 10, Para 15</b>	Replaced “subsequent” with “future” to refer to any future transfers into the Shared Technology Service.
<b>Page 10, Para 17.2</b>	Changed the paragraph reference from “31.1.2” to “28.1.2” due to earlier deletions.
<b>Page 10, Para 18.1</b>	Changed the paragraph reference from “17” to “15” due to earlier deletions.

<b>Page 10, Para 18.2</b>	Changed the paragraph reference from “18” to “16” due to earlier deletions.
<b>Page 10, Para 18.3</b>	Changed the paragraph reference from “19” to “17” due to earlier deletions.
<b>Page 12, new Para 27</b>	“Should a partner choose to in-source a previously outsourced service, or agree with another organisation to manage their ICT needs, this should be treated as an uplift to the partner’s apportionment by number of active users, plus other ‘Sole Use’ costs identified.”

## 16 Schedule 9 – Procurement Protocol ([Document link](#))

Page	Change
<b>ALL</b>	Replaced “Shared ICT Service” with “Shared Technology Services” (13 instances)
<b>ALL</b>	Replaced “Joint Head of ICT” with “Managing Director of Shared Technology Services” (9 instances)
<b>Page 1, para 1.8</b>	<p>The process and thresholds for approval of spend currently differs in Lewisham from the other two partner councils, whereby any spend over £500,000 must be approved by Lewisham Cabinet.</p> <p>For Southwark and Lewisham, the threshold for cabinet approval is £2m, and Southwark have delegated the approval of this spend to Brent Cabinet for spend pertaining to the shared service.</p> <p>The result of this difference in threshold and approval governance currently requires approval from Lewisham Cabinet for any Lewisham spend over £500,000 (and Brent cabinet for spend over £2m), which causes undue delay to some renewals of our larger contracts and could be simplified if Lewisham were to amend thresholds,</p>

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	specifically for STS spend, in line with Southwark and Brent (£2m).
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## 17 Schedule 10 – Dispute Resolution Process

Page	Change
<b>Page 2 &amp; 3</b>	Updated the flow charts to refer to “Shared Technology Services” and with “Managing Director of the Shared Technology Services”

## 18 Schedule 11 – Insurance Liability Scenarios

Page	Change
<b>Page 2 &amp; 3</b>	Replaced “Shared ICT Service” with “Shared Technology Services” (1 instance)
<b>Page 2 &amp; 3</b>	Replaced “SICTS” with “STS” (12 instances)