	Joint Committee of the London Boroughs of Brent, Lewisham and Southwark 12 July 2022
	Report from the Managing Director of Shared Technology Services

Shared Technology Services Update

Wards Affected:	N/A
Key or Non-Key Decision:	N/A
Open or Part/Fully Exempt: (If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)	N/A
No. of Appendices:	One Appendix A: Shared Technology Services Performance Pack
Background Papers:	None
Contact Officer(s): (Name, Title, Contact Details)	Fabio Negro Managing Director Shared Technology Services Fabio.Negro@SharedTechnology.Services

1.   Purpose of the Report

1.1   This report provides an update on Shared Technology Services (STS).

2.   Recommendation(s)

2.1   The STS Joint Committee is asked to:

(a)   Note the actions being taken in Section 3 – Detail;

(b)   Note the contents of the Performance Pack as attached in Appendix A.

3.   Detail

Summary

3.01   During the 4-month period (March 2022 to June 2022), for Shared Technology Services, logged call volumes were generally around 6,000 to 6,500 tickets per month compared with 7,000 to 7,500 tickets per month in the previous reporting period. Open calls in STS operational queues (service desk, on-site teams,

second line support and infrastructure support – generally the day-to-day operations) now stands at 2,600 compared with 3,350 at the end of the previous reporting – a reduction of 750 calls. STS is working hard to reduce the number of operational open tickets down to 1,000 – 1,500 mark, which is an appropriate level for the size of the supported user base. STS non-operational open calls stand at 550 (these are calls primarily managed by TDA, Finance & Procurement and Projects).

3.02   During this last period, we have not had any serious, cyber security issues. We continue to work with a third party recommended by the National Cyber Security Centre to proactively monitor our environment.

3.03   All three councils have just passed and have been accredited for another year for the DSP toolkit which gives the councils digital access to the NHS.

3.04   The Lewisham Homes datacentre IT infrastructure was moved successfully into the STS Brent and Croydon datacentres at the end of March and that infrastructure is now supported by STS.

3.05   STS officially started providing end-user IT support to Lewisham Homes staff on 1st April.

Service Performance

3.06   The shared service logged 53,136 tickets between 1st March and 30th June 2022 for all council application teams as well as the shared service (an average of 13,284 tickets per month) against 72,730 in the last reporting period, September 2021 to February 2022 (an average of 12,122 tickets per month). These tickets consisted of both issues and service requests.

3.07   This total is broken down by (previous reporting period numbers in parentheses).

- Shared Technology Services – 25,254 - an average 6,314 per month (previous reporting period September 2021 to February 2022 - 41,867 - an average of 6,978 per month). Below is a chart showing a comparison between calls logged per month in STS queues in the last two and a half years. 2020 saw larger call volumes due to the rapid rollout of laptops and the adoption of Direct Access as a new remote access technology. 2021 saw lower call volumes than 2020, but more complex calls as the user base became more used to the then-new way of working, and remote access problems lessened but more general usage and application issues were logged. 2022 is now seeing lower call volumes and as a result, the total number of open calls is dropping and the number of untriaged calls is now being kept at a manageable number.

Calls Logged
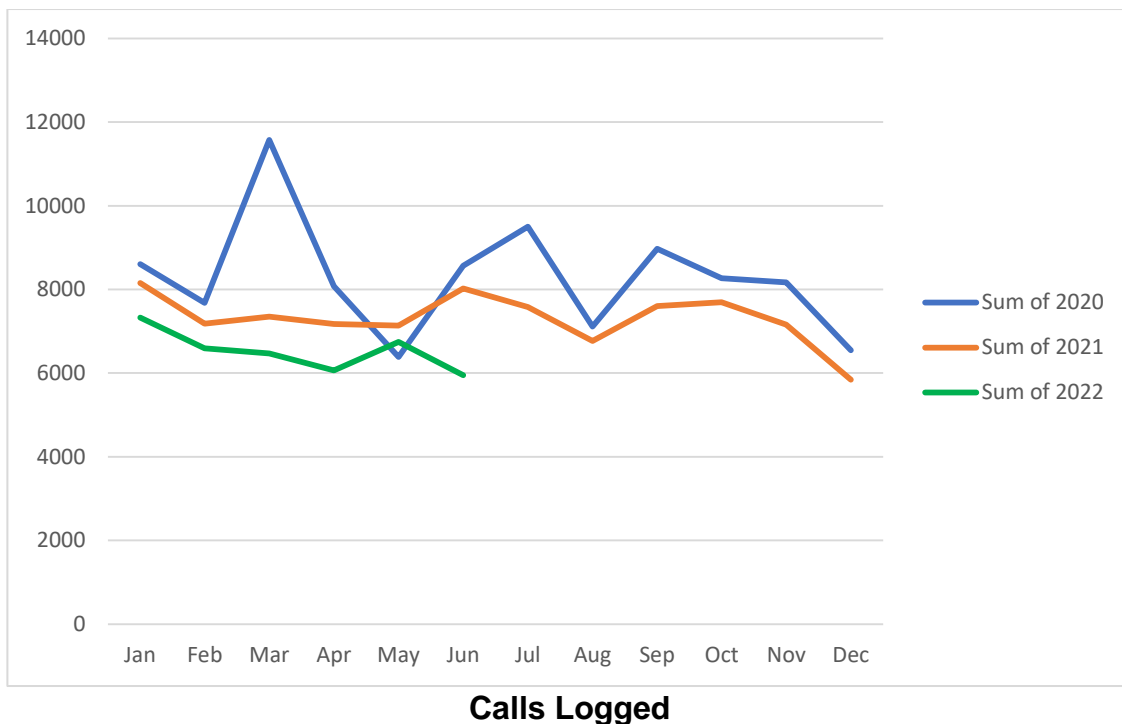
- Brent Applications Teams – 16,656 - an average of 4,164 per month, (previous reporting period September 2021 to February 2022 - 23,372 - an average of 3,895 per month).

- Lewisham Applications Teams – 4,162 - an average of 1,041 per month, (previous reporting period September 2021 to February 2022 - 5,164 - an average of 861 per month)

- Southwark Application Teams – 5,915 - an average of 1,479 per month, (previous reporting period September 2021 to February 2022 – 3,838 - an average of 640 per month).

- Lewisham Homes Technicians – 1,149 – an average of 287 per month (April 1st to June 30th 2022 as Lewisham Homes support commenced on April 1st 2022)

3.08 Since the Joint Committee last met, there have been 10 priority 1 incidents within STS queues in this 4-month reporting period (compared with 12 in the previous 6-month reporting period), 9 of which were resolved within the Service Level Agreement. There were also 10 non-STS related P1s resolved by local applications teams within the councils, 8 of which were resolved within SLA.

3.09 During the 4-month period (March 2022 to June 2022), for Shared Technology Services, logged call volumes were generally around 6,000 to 6,500 tickets per month compared with 7,000 to 7,500 tickets per month in the previous reporting period. Open calls in STS operational queues (service desk, on-site teams, second line support and infrastructure support – generally the day-to-day operations) now stands at 2,600 compared with 3,350 at the end of the previous

reporting – a reduction of 750 calls. STS is working hard to reduce the number of operational open tickets down to 1,000 – 1,500 mark, which is an appropriate level for the size of the supported user base. STS non-operational open calls stand at 550 (these are calls primarily managed by TDA, Finance & Procurement and Projects).

3.10   The untriaged call queue is now targeted to close each day with no more than 50 calls. The chart below shows the progress made over the last year in bringing this call queue under control – this has allowed us to set a target of triaging every new call within 20 minutes of being logged. Due to the constraints of the Hornbill service desk tool, we cannot currently calculate an average time for triaging a call. The position at close of business on 30th June was 19 untriaged calls.

Untriaged Calls
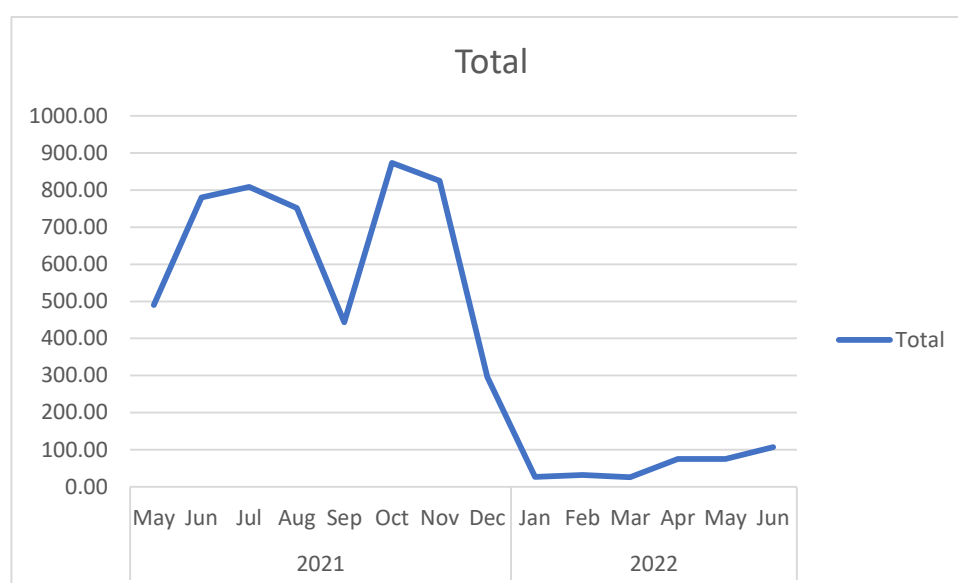
3.11   Priority 2 and Priority 3 issues within STS queues have seen an average of 64% and 61% compliance with the Service Level Agreements from March 2022 to June 2022 (against 53% and 57% reported for the previous reporting period). As can be seen, P2 and P3 SLA performance has improved and as we reduce the open call backlog further, the improvement should continue.

3.12   STS continues to develop its PowerBI dashboards to give greater insights into the data available from various sources, such as Hornbill, to allow us to understand the issues and "pinch-points" that we face and better target our resources to tackle any problems found.

3.13   The top seven categories for Priority 2 calls (76) resolved in STS Hornbill queues during the period March 2022 to June 2022 are as follows:

Category	Number of Calls
Server Restart	12
Software/Firmware Fix	4
Network/Switch	4
Network/Firewall	3
Server Permissions	3
Server/Increase Disk Space	3
Resolved by 3rd Party	3

3.14 The top seven categories for Priority 3 calls (11,131) resolved in STS Hornbill queues that required action by STS engineers during March 2022 to June 2022 are as follows:

Category	Number of Calls
Advice / Training provided	2,140
Other	1,624
Software/Firmware fix	1,354
Unresolved/No action	894
Resolved by 3rd Party	406
Folder/File Issues	371
Hardware	286

3.15 Priority 4 service requests within STS queues for this reporting period have a 70% compliance with the Service Level Agreements for March 2022 to June 22 (compared with 65% for the previous reporting period).

3.16 Net Promoter Score (NPS) is an industry standard for rating the user experience of our service. Anything above zero is considered to be good, with above 50% ranked as excellent. In this reporting period, for the three council partners we have achieved 62.6% for calls resolved in STS operational queues (compared with 50.1% in the previous period). This is detailed in the accompanying performance pack.

3.17 STS continues to develop and refine the Hornbill ITSM tool. The improvements to the customer portal have allowed better analysis of logged calls and this leads to a greater understanding of the pain points being experienced. In addition, Hornbill's capabilities have been expanded by licensing the asset management modules. This will allow us to have much greater control over equipment and license allocation and the recovery of both of those assets when users leave the organisation.

3.18 The QMinder queuing system has proved successful in giving those colleagues that need on-site face-to-face assistance from STS engineers more certainty about the expected wait time and their position in the wait queue. There have been over 2,100 walk-ins registered on the system across the three councils in the March to June period. The average wait time is between 20 minutes and 50 minutes depending on council location, with an average service time for each visit of between 22 minutes and 31 minutes.

3.19 STS continues to enhance its monitoring capability to be more proactive in managing the infrastructure and associated services. The Solarwinds suite of tools is now also monitoring key hosted services availability such as the Forcepoint web filtering datacentres, 8x8 telephony services and Virgin Media DNS Services.

3.20 As Azure services take-up increases, STS has invested in additional toolsets to aid in cost monitoring and license management. Bytes Quantum tool allows Azure cost and resource consumption to be viewed through a single dashboard, while in a similar vein, the Trustmarque Prism tool provides a single suite of dashboards to monitor O365 and M365 license adoption and allocation.

3.21 The new F5 Load Balancers/Web Application Firewalls have been successfully installed and are in production. They will also provide a migration path from the existing Microsoft Direct Access solution used by council laptops for remote access, to the more modern Microsoft AlwaysOn VPN solution. This will bring significant performance benefits to end-user laptops when working remotely or on council Wi-Fi. The first tests of this are expected to take place in July.

3.22 The replacement Wi-Fi equipment for Brent Civic Centre has been ordered and STS is awaiting delivery of the kit. It is expected to arrive within this quarter and installation should begin within the same period.

3.23 The Compute and Storage replacement tender process was completed with Computacenter being the successful bidder, proposing a Nutanix Hyperconverged Infrastructure solution (HCI). The hardware is scheduled to be delivered during July with the aim of beginning installation and configuration in the months after. STS will then migrate from its existing infrastructure onto the new platform. Apart from the numerous technical and financial benefits of the solution, this will bring a great benefit in reducing carbon emissions by around 50 tonnes per year.

3.24 The business case for the Southwark edge switch estate has been approved and the tender process is being prepared. STS is also evaluating replacements for the network core firewalls with a view to procurement (via tender) and installation being complete by the end of the year (2022).

3.25 The service desk support telephone line has been providing a 24x7 service since April of 2021 – it has proven to be both well received and successful. First-touch fix rate is above 70%, and 74% of calls were answered within 30 seconds during May. During May there were 232 respondents (out of 1,504 tickets raised) to the satisfaction survey and using the Net Promoter Score (NPS) standard, a 100% score was achieved.
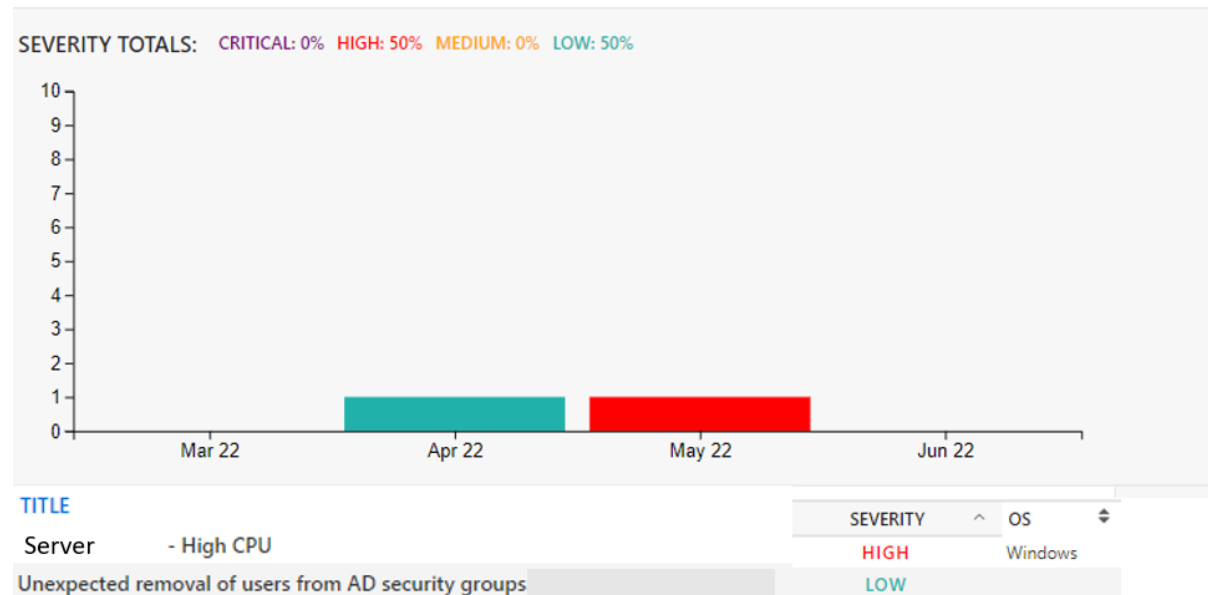
Annual tickets resolved

	2021 June	2021 July	2021 August	2021 Septe...	2021 Octo...	2021 Nove...	2021 Dece...	2022 January	2022 Febru...	2022 March	2022 April	2022 May
	1597	1241	1376	1462	1640	1638	1133	1354	1441	1744	1186	1504

Data for Feb 2022 was not available at the time of producing this report

3.26 The Rubrik on-premise back-up solution continues to reach consistently high compliance figures in the high 90s percentage range. In addition, using Rubrik's O365 Backup as a Service, we are seeing 99.99% backup compliance with the migrated O365 workloads of email, OneDrive, Teams data and SharePoint. The Lewisham Homes O365 workloads have also been successfully moved to the Rubrik O365 backup solution as part of the project to transform and migrate the Lewisham Homes IT infrastructure services

Cyber Security

3.27 During this last period, we have not had any serious, cyber security issues. We continue to work with a third party recommended by the National Cyber Security Centre to proactively monitor our environment.

3.28 However, with the situation in Ukraine and the increase in cyber-attacks, NCSC are continuing to provide advice on these heightened risks, and we're satisfied that we're doing everything we can at this stage. In addition:

- We are actively monitoring access logs to IT systems both on Premise and Cloud.
- We have accelerated planned IT Roadmap items (via Proof of Concept and Trial phases) for continuous network monitoring & endpoint monitoring and management.
- As an additional precaution, we have written to our IT suppliers to verify that they are not exposed to higher risks during this situation.
- We are also using our Information Security for London (ISfL) and Warning, Advice & Reporting Groups to ascertain how others are reacting to the situation.
- We are working with the partners on auditing their external internet-facing websites, to reduce unwanted external services.
- We are engaging with our security vendors to ensure that our security appliances are configured to industry best practices.
- We are building up data obtained from Audits, penetration tests, and continuous scans to gain a baseline of our posture and using these sources to develop a Cyber Improvement Plan.

3.29 The number of incidents reported by our security partner dropped to only two over this reporting period. On investigation, neither of the incidents was found to be due to any malicious activity

SEVERITY TOTALS: CRITICAL: 0% HIGH: 50% MEDIUM: 0% LOW: 50%

TITLE		SEVERITY ^	OS ⇕
Server	- High CPU	HIGH	Windows
Unexpected removal of users from AD security groups		LOW	

3.30 The internal infrastructure was behind on some of our security controls and there has been an active programme to bring the infrastructure to acceptable levels. During the coming months, there will be a continued focus on the hardening of our infrastructure. We have now deployed tools to aid both vulnerability management and patching across the server estate. With user laptops we are engaging with Microsoft for a POC to deploy endpoint protection to our estate and maintaining a compliance baseline on all devices. This will feed telemetry data into central security dashboards, alerting us to issues.

3.31 We have deployed a security tool, Bloodhound, to map the Active Directory configuration against the MITRE ATT&CK framework.

3.32 Part of the focus for the Shared Service has been on the Respond and Recover area, given the importance of offline backups in the case of a ransomware incident. The Rubrik backup solution now covers most of the council on-premises workloads plus those O365 components migrated to the cloud (email, OneDrive, Teams and SharePoint) Backup compliance rates are excellent with successful backups running in the high 90's percent and O365 backups at 99.99% with over 100,000 objects backed up. This total now includes the Lewisham Homes O365 environment which was successfully integrated into the backup solution at the start of June.
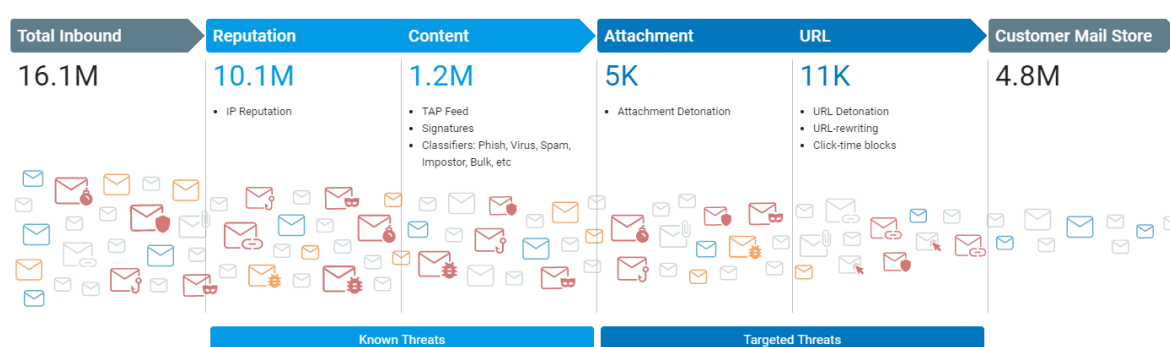
Microsoft 365
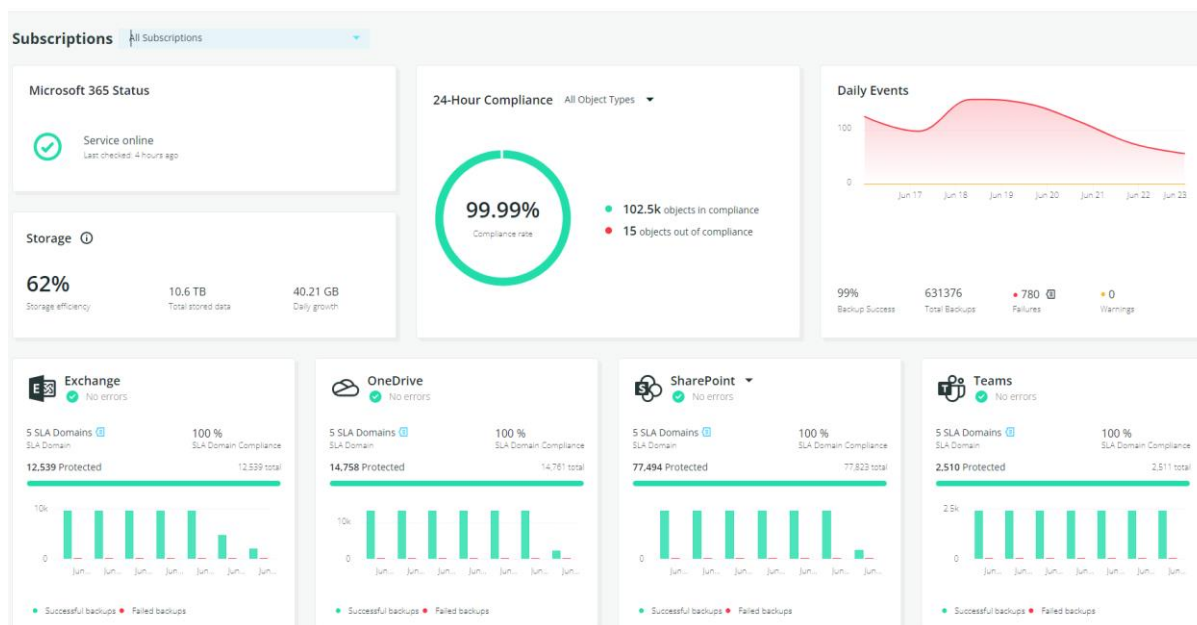
3.33   Public Service Network (PSN) compliance allows the councils to connect to other government networks such as the NHS and DWP. Brent has recently received their PSN compliance certificate. Lewisham are currently compliant, Southwark has had a health check submission and would likely not be successful, given the legacy estate.

3.34   All three councils have just passed and have been accredited for another year for the DSP toolkit which gives the councils digital access to the NHS.

3.35   Lewisham recently conducted an IT Health Check, and we are addressing the findings of this report.   An IT Health Check of Brent's environment will commence in July 2022. Southwark is undertaking an initial Cyber Essentials Gap analysis following their migration to the cloud, to gauge their position in line with the Cyber Essential accreditation.

3.36   Payment Card Industry (PCI) is the accreditation required to allow organisations to take electronic payments such as those we have on the website and in libraries. This only applies if the council manage the payment service.   Brent and Lewisham are both currently accredited.   Southwark is engaging with an assessor to ensure they are compliant

3.37   Brent and Lewisham have an old smartphone estate which is being scheduled for an upgrade. These devices are falling below current security compliance levels. Brent has completed their replacement programme and is now currently updating all compliant devices to the latest iOS version.   Lewisham is considering its model around mobile telephony and a strategy is currently being developed. Southwark has very few outstanding devices and is being managed on a case-by-case basis.

3.38   Work on managing numbers of accounts across the three councils has continued. This limits the possibility of them being exploited and is also important due to licencing and the costs surrounding that. We are also working to standardise the Starters, Movers and Leavers process across the partners to further reduce the number of enabled accounts, improving the security and asset management of end-user devices such as laptops and mobile devices. All computer accounts with no activity in the last 180 days have been disabled.

3.39   Email attacks are still a primary source of concern but STS, in conjunction with our mail filtering partner, continues to be vigilant against potential malicious activity. In the period from the 25th of March to June 23rd (maximum reporting period available), for Brent and Lewisham councils, there were a total of 16.1 million inbound emails, of which only 4.8 million were allowed through.
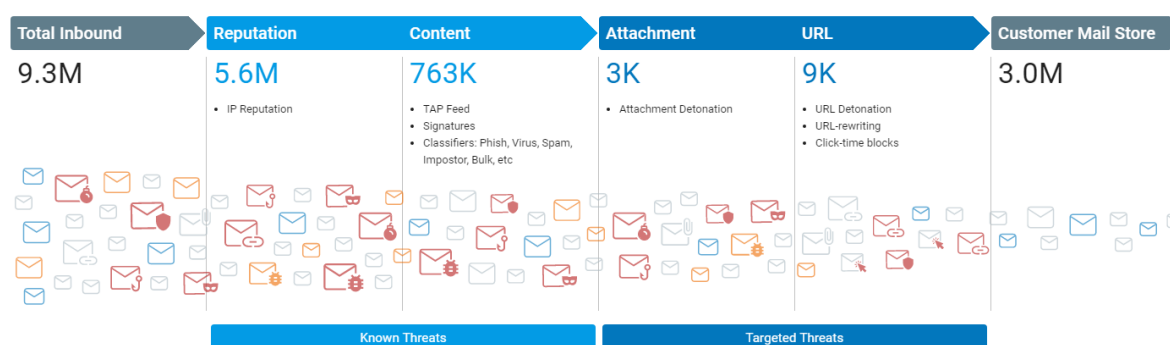
Inbound Email Protection Breakdown

Total Inbound	Reputation	Content	Attachment	URL	Customer Mail Store
16.1M	10.1M	1.2M	5K	11K	4.8M
	• IP Reputation	• TAP Feed • Signatures • Classifiers: Phish, Virus, Spam, Impostor, Bulk, etc	• Attachment Detonation	• URL Detonation • URL-rewriting • Click-time blocks	

Known Threats — Targeted Threats

⚠ Message counts for **Attachment** and **URL** threats are aggregated across your organization's clusters.

3.40   For Southwark council, from the 25th of March to June 23rd, there were 9.3 million inbound emails, of which only 3 million were allowed to reach the internal mail store.

Inbound Email Protection Breakdown

Total Inbound	Reputation	Content	Attachment	URL	Customer Mail Store
9.3M	5.6M	763K	3K	9K	3.0M
	• IP Reputation	• TAP Feed • Signatures • Classifiers: Phish, Virus, Spam, Impostor, Bulk, etc	• Attachment Detonation	• URL Detonation • URL-rewriting • Click-time blocks	

Known Threats — Targeted Threats

⚠ Message counts for **Attachment** and **URL** threats are aggregated across your organization's clusters.

Continuous Service Improvement

3.41   The Service Design Team was introduced one year ago and has succeeded in establishing themselves in the Shared Service and working with partner IT teams on various improvements:

- Successfully launched a modernised & simplified web portal. The new platform provides much more flexibility to our user experience design, which we have been continuously improving since its launch.
- Auto-routing calls to the appropriate application support team at each Council. This reduces the overall time to resolve issues by eliminating unnecessary manual intervention. In one month of monitoring, this equated to **328** calls being automatically routed to the appropriate team.
- Successfully piloted and implemented QMinder, to better manage our on-site service and provide our users with more certainty around their expected waiting times.
- Engaged with small groups of councillors, starting in Southwark, to better understand the unique needs of this user group and have now produced a set of recommendations.
- Detailed design of a new Starters, Movers and Leavers process is underway in partnership with Brent Council. In Lewisham, similar work has recently been initiated and in Southwark, a New Starter form has been launched which automates some of the profile and user ID creation.

3.42 Work underway includes:
- homogenising password policies across the partners to NCSC standards
- testing chatbots to signpost users to help and the appropriate area to log tickets
- developing processes, roles and responsibilities for the cost management of Azure cloud infrastructure
- developing a service offering for Android devices

Audits

3.43 In 2021/2022, STS has undertaken 8 audits across all three councils.

3.44 We are awaiting final reports on the following recent audits:

o Lewisham – **Information Security Arrangements**
o Lewisham – **Cyber Security**

3.45 Recommendation Actions progress summary:

Progress
- ● Completed
- ● In progress
- ● Not started

3 (6%)
19 (38%)
28 (56%)
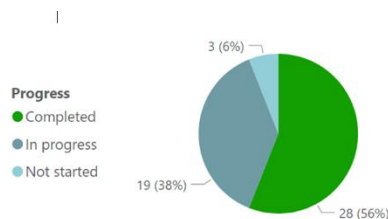
Partner	Audit Title	Audit Date	High	Medium	Low
Brent	IT Asset Management	29/06/2021	4	8	
Brent	IT Disaster Recovery	29/09/2017		2	
Brent	IT Platform Review	15/04/2020	2		1
Brent	IT Sourcing	24/02/2020		1	
Lewisham	Key Application (Academy)	06/06/2022		1	
Lewisham	Smarter Tech Implementation	11/01/2021		2	
Southwark	Hornbill Service Review	09/11/2021		1	
Total			6	15	1

Partner	Audit Title	Task Name	Priority	Start Date	Due Date	Owner	Progress
Brent	IT Disaster Recovery	Risk 4 - IT Disaster Recovery	Medium	29/09/2017	31/03/2021		In progress
Brent	IT Disaster Recovery	Risk 5 - IT Disaster Recovery	Medium	29/09/2017	31/03/2021		In progress
Brent	IT Asset Management	Ref 1 - IT Asset Management Policy (ITAM)	High	29/06/2021	30/09/2022		In progress
Brent	IT Asset Management	Ref 10 - HR & IT Asset Management Workflows	Medium	29/06/2021	30/09/2022		In progress
Brent	IT Asset Management	Ref 11 - IT Asset Management Workflows	Medium	29/06/2021	30/09/2022		In progress
Brent	IT Asset Management	Ref 12 - Training and Awareness of IT Asset Purchases	Medium	29/06/2021	30/12/2022		In progress
Brent	IT Asset Management	Ref 2 - IT Asset Management Policy (ITAM)	High	29/06/2021	30/09/2022		In progress
Brent	IT Asset Management	Ref 3 - IT Asset Management Policy (ITAM)	High	29/06/2021	30/09/2022	Names redacted	In progress
Brent	IT Asset Management	Ref 4 - IT Asset Management Policy (ITAM)	High	29/06/2021	30/09/2022		In progress
Brent	IT Asset Management	Ref 5 - Reconciliation of IT Assets	Medium	29/06/2021	30/09/2022		In progress
Brent	IT Asset Management	Ref 6 - Reconciliation of IT Assets	Medium	29/06/2021	30/09/2022		In progress
Brent	IT Asset Management	Ref 7 - IT Asset Management Reporting	Medium	29/06/2021	30/09/2022		In progress
Brent	IT Asset Management	Ref 8 - IT Asset Management Reporting	Medium	29/06/2021	30/09/2022		In progress
Brent	IT Asset Management	Ref 9 - HR & IT Asset Management Workflows	Medium	29/06/2021	30/09/2022		In progress
Brent	IT Sourcing	Risk 3 - IT Sourcing	Medium	24/02/2020			In progress
Brent	IT Platform Review	Risk 1 - IT Platform Review	High	15/04/2020	01/09/2021		In progress
Brent	IT Platform Review	Risk 2 - IT Platform Review	High	15/04/2020	01/09/2021		In progress
Brent	IT Platform Review	Risk 5 - IT Platform Review	Low	15/04/2020	28/01/2022		In progress
Lewisham	Smarter Tech Implementation	Ref 0.41 & 0.42 - Smarter Technology Project Implementation Review	Medium	11/01/2021	31/03/2022		Not started
Lewisham	Smarter Tech Implementation	Ref 3 - Smarter Technology Project Implementation Review	Medium	11/01/2021	31/12/2021		Not started
Southwark	Hornbill Service Review	Risk 1 - Hornbill	Medium	09/11/2021	31/12/2022		In progress
Lewisham	Key Application (Academy)	Ref 1 - Key Application (Academy) Review	Medium	06/06/2022	31/10/2022		Not started

3.46 STS has met with the council audit departments and agreed on the following audits for 2022/2023, based on a review of the STS Risk Register. This year the aim is to share findings with partners to reduce overlap in the areas being audited:

Audit Name	Auditor	Assurance for other Partners	Borough	Q1	Q2	Q3	Q4
Website - Availability in the event of an attack	Brent	Partial	Brent		███		
Brent to test the recovery websites							
Hardware Asset Management	Lewisham	Full	Lewisham				███
Processes, Systems & Controls							
Software License Management	BDO	Full	Southwark		███		
M365 & individual licenses such as AutoCad							
Cloud controls (Maturity)	BDO	Full	Southwark				███
Mgmt and optimisation of cloud							
Service Maturity	PWC	Full	Brent	End July			
STS Service maturity workshop							
Architectural Governance	PWC	Partial	Lewisham	→	███		
Enterprise & Technical Architecture. Architectural governance processes within partners and STS							
Tier 1 IT Applications Review - DR	BDO	None	Southwark			███	
(LBS ONLY). Assurance that all T1 applications have DR consideration.							
Review of Lewisham Homes migration	TIAA	None	Lewisham			███	
(Lewisham Homes only) following move to STS in April 22							

Road Map

3.47   The roadmap business case for the Compute and Storage Infrastructure replacement has been approved and the project has been initiated.

3.48   An Asset Management solution has been a long-standing need for the service and the roadmap business case was approved in May. We are now working with the supplier to implement the required system integrations and processes.

3.49   Requirements gathering and costing for a campus network refresh for Southwark sites, planned in the roadmap is underway.

3.50   Re-profiling of planned roadmap activities for FY22/23 has been completed.

Lewisham Homes

3.51   The Lewisham Homes datacentre IT infrastructure was moved successfully into the STS Brent and Croydon datacentres at the end of March and that infrastructure is now supported by STS.

3.52   STS officially started providing end-user IT support to Lewisham Homes staff on 1st April.

3.53   The transformation of Lewisham Homes IT infrastructure services is in flight with the backups of Office 365 data already transitioned to the Rubrik O365 Backup as a Service solution.

3.54   Other workstreams that are now ongoing include transferring Contract and Procurement management over to STS.

3.55   STS has so far recruited into 4 of the 5 additional posts that were agreed as necessary to be able to manage the additional workloads of Lewisham Homes

Project Updates

3.56   There are 60 STS in-flight projects across Brent, Lewisham and Southwark which is an increase of 18 since the last JC

3.57   The number of pipeline projects continues to increase with an increased demand for technical resources which will need to be factored in to costing out projects.

3.58   STS PMO continue to meet monthly with all Partner Councils to ensure that projects are proactively and efficiently managed.

3.59   Members in Brent have been migrated to M365 and the rest of the council is expected to be migrated by the end of the year.

3.60   The Lewisham M365 programme has faced delays but we now believe that the issues affecting these delays have been addressed and the project is now moving forward.

3.61   Southwark DC EXIT - Due to Pension teams delayed system exit, Cloud team will focus on exiting Cody Park DC first at end of July 2022. The final exit will not be completed until the end of Sept 2022, as Spring Park DC holds the Pensions system and systems cannot be turned off and decommissioned until this is no longer used.

User Access Team

3.62   OMG (Operational Management Group) approved a proof of concept for a new capability in the shared service. The funding for this team will come from the capital that was identified for the Technology Roadmap, we will manage the 60k (per council) pressure within other projects. This will enable STS to fund and create a small team to manage areas such as SMAL (Starters, Movers, and Leavers) which is a current concern for the three councils. We are hoping that this will give the councils a future revenue reduction with licences and recovery of devices.

To avoid this team getting involved in support and lines getting blurred the team will be managed under the Project and Procurement service led by the Head of Partnerships and Projects, this team will have an end date therefore we will be treated as a project. We will monitor the value and progress that this team is delivering, via the OMG and JMB meetings.

The role of the new team would be to manage the SMAL process, from the preparation of equipment to the induction, they would also be responsible for the recovery of those devices when users leave the organisation.

Procurement Updates

3.63   Offer received and discussions continuing with Vodafone with a view to awarding a new contract for Brent and Lewisham to run until March 24, when Southwark's contract with O2 expires (if it is extended).

3.64   The Compute and Storage contract award is complete, and the contract is being finalised.

3.65   Planning continues for the procurement of new Automated Call Distribution (Contact Centre) and telephony contract, to succeed the 8x8 contracts which expire in March 2023.

3.66   A new agreement for Microsoft Azure Cloud Storage is being procured.

3.67   A new 3-year agreement for Microsoft CIS Data suite Server Licences has been procured.

3.68 A new 3-year agreement for Microsoft SQL Server Licences has been procured.

3.69 Brent's Microsoft ESA through Bytes Software Services terminated, and a new three-year agreement was awarded and entered into to allow the purchase of E5 licences, using the 3-year "ramp" discount offer from Microsoft.

Inter Authority Agreement

3.70 The annual review of the IAA is now underway. Once proposed changes have been finalised, these will be reviewed by Joint Management Board before being presented at the next Joint Committee.

4. Financial Implications

4.1 The total budget of £15.03M for FY 2022/23 is made up of a combination of non-controllable expenditure of £7.38M and controllable expenditure (staffing and consultancy) of £7.65M.

4.2 The YTD spend (April 22 – May 22) for FY 2022/23 is £4.67M against a full-year budget of £15.03M. The YTD Spend for the year excludes recharges which is made up of bulk stock orders, project costs that are covered by different funding pots and rechargeable consumables.

4.3 STS continues to operate under the improved charging process with the consumable recharges and project costs being stripped out effectively. During FY 2022/23 (April 22 and May 22), a total of £1.82M of recharges has been identified and accounted for. This significantly helps eliminate any budgetary pressure STS would have encountered if these costs were absorbed in the core budget for FY 2022/23.

4.4 Brent, Lewisham and Southwark councils have reviewed the pension contributions for the shared service staff, it was agreed that they would take an average from all three councils which will bring the contribution to 26% from the previous 35%, this has no impact on the staff and their contributions. This has been applied since April 2022.

5. Legal Implications

5.1 This report is for noting. Therefore, no specific legal implications arise from the report at this stage.

5.2 Brent Council hosts the Shared ICT Service, pursuant to the Local Government Act 1972, the Local Government Act 2000, the Localism Act 2011 and the Local Authorities (Arrangements for the Discharge of Functions) (England) Regulations 2012. These provisions allow one council to delegate one of its functions to another council as well as allowing two or more councils to discharge their functions jointly with the option of establishing a joint committee. Joint committees can in turn delegate functions to one or more officers of the councils concerned.

Decisions of joint committees are binding on the participating councils. However, subject to the terms of the arrangement, the council retains the ability to discharge that function itself.

6. Equality Implications

There are none.

7. Consultation with Ward Members and Stakeholders

7.1 There are none.

8. Human Resources/Property Implications (if appropriate)

8.1 There are none.

Report sign off: ***Peter Gadsdon***   Strategic Director of Customer & Digital Services