

Nottingham City Council Delegated Decision



Nottingham
City Council

Reference Number:

5144

Author:

Paul J. Burrows

Department:

Finance and Resources

Contact:

Paul J. Burrows

(Job Title: IT Change, Projects & Strategy Manager, Email: paul.burrows@nottinghamcity.gov.uk, Phone: 01158763153)

Subject:

Replacement for IT Service Management (ITSM) case management system

Total Value:

£730,000 (Type: Revenue)

Decision Being Taken:

- 1. To approve undertaking an authorised procurement process for a replacement ITSM case management system for the IT Service using a compliant tender process.**
- 2. To delegate authority to the Head of the IT Service to award and sign the contract to the preferred bidder.**
- 3. To note that Spend Control approval has been obtained for the above spend from the Section 151 Officer (Ref 6207)**

Reasons for the Decision(s)

The Council's IT department currently utilises an IT Service Management system (ITSM) to manage Service Requests, Incidents and Change Management activities on behalf of colleagues across the council. The current system is an on-premises solution which has been in place for approximately 15 years with the current maintenance and support contract expiring in March 2025. Although the current system has been adequate for the Council's needs, changes to technology and processes has meant that the system has become outdated and unable to support new ways of working. Updating the ITSM system is essential and will allow for improved automation and processing leading to efficiencies that will increase the throughput of day-to-day requests such as 'new starters, movers and leavers' and improve customer experience and availability of self-service functionality providing best value for the Council.

The requested £730,000, over 7 years, includes the purchasing and configuration of the system as well as the migration of key data from the old system to ensure continuation of service. The total amount requested also include training of all IT colleagues on how to use and configure the system allowing for future changes and improvements to be carried out in-house under a continual improvement practice.

Other Options Considered:

1. Do nothing and remove the Service Management System. IT receives over 5,000 new requests per month. Therefore, a system would be required to be able to manage these requests and ensure delivery in a structured and timely manner, incorporating a mechanism to provide an SLA and performance monitoring and auditable accountability.
2. Continue using current system. This is not a viable option as the current contract comes to an end in March 2024 and the solution is End Of Life from the vendor as they move to a different service offering. The old legacy system would then be left with no support available and is useable at risk.
3. Utilise other Case Management System currently in use across the Council. This is not a viable option as the specific automations and connectors into IT specific system such as Microsoft Azure Active Directory, Azure Admin Portals for license assignments, group allocations, Intune for mobile management, One Drive access etc which would be required to deliver the automation within the service would not be present in generic case management systems.

Background Papers: **None.**

Published Works: **None.**

Affected Wards: **Citywide**

Colleague / Councillor Interests: **None.**

Consultations: **Those not consulted are not directly affected by the decision.**

Crime and Disorder Implications: **There are no Crime and Disorder Implications associated with this decision.**

Equality: **EIA not required. Reasons: The ITSM is a replacement for an existing system and does not change the existing EIA.**

Social Value Considerations: **There are no Social Value Considerations associated with this decision.**

Any implications affecting IT: **Yes**

Decision Type: **Portfolio Holder**

Subject to Call In: **Yes**

Call In Expiry date: **19/07/2024**

Advice Sought: **Legal, Finance, Procurement, IT**

Commissioner Comments: **The Commissioner is content for this to proceed.**

Legal Advice: This report raises no significant legal issues. Given the total estimated value of the scheme over its whole life, at least three written tenders will need to be obtained in order to comply with the Council's Contract Procedure Rules and Public Contract Regulations. Advice provided by Sarah O'Bradaigh (senior solicitor) on 08/09/2022.

Finance Advice: The replacement of the IT Service Management case management system will be a mix of both capital and revenue expenditure. It is the project managers responsibility to ensure that the expenditure is correctly categorised and obtaining advise from Technical Finance where required.

The £0.730m expenditure is to be funded from the IT Investment Reserve. As part of this decision the IT Investment Reserve has been reviewed and sufficient resources are available to fund this project and resource have been earmarked for this purpose.

Advice provided by Tom Straw (Senior Accountant - Capital Programmes) on 05/06/2024.

Procurement Advice: The intention is to carry out an open tender exercise to reach the wider market as an enhanced offering is required going forward. Due to the value, this will be a FTS procurement. Procurement Team will work with ICT to ensure a compliant procurement is followed. Advice provided by Louise Dobson (Business Support) on 12/10/2022.

IT Advice: The IT Service Desk sits at the heart of operational IT. It provides the ability to prioritise and manage incidents, service requests and projects. The current platform is out of support and consequently a compliance risk. The new platform is also a key enabler to supporting IT divisional plan initiatives around self-service and other automations to improve organisational efficiency. Paul Burrows

This is also supported by the Head of IT for the reasons described as above, from compliance to core service function. Simon Salmon 7/6/24

Signatures

Linda Woodings as Portfolio Holder (Executive Member - Finance and Resources)
SIGNED and Dated: 11/07/2024
Ross Brown (Corporate Director of Finance & Resources)
SIGNED and Dated: 10/07/2024