

REPORT TO: CITY GOVERNANCE COMMITTEE – 4 SEPTEMBER 2023

REPORT ON: SCOTTISH WIDE AREA NETWORK REPLACEMENT

REPORT BY: EXECUTIVE DIRECTOR OF CORPORATE SERVICES

REPORT NO: 235 -2023

1.0 PURPOSE OF REPORT

1.1 To consider the purchase of a new cloud IT Service Management system.

2.0 RECOMMENDATIONS

It is recommended that the Committee -

- Agree to the Council becoming a member of the new Scottish Wide Area Network (SWAN).
- Remit the Head of Customer Services & IT to contract services with BT through the SWAN framework.

3.0 FINANCIAL IMPLICATIONS

3.1 Annual costs for SWAN will be £24,000.

3.2 Installation costs will be £51,000.

3.3 Staffing costs to support the deployment of the services to be met from existing Customer Services and IT staffing budgets.

3.4 Installation and ongoing service costs will be met from existing IT Capital & Revenue budget.

4.0 BACKGROUND

4.1 This report supports the Council's IT Strategy which was approved at Policy and Resources Committee on 18 February 2019 (Report 81-2019). The Council's IT strategy sets out to deliver digital services, mobile and flexibly accessible services through cost effective solutions.

4.2 SWAN is a national collaborative framework contract, currently managed on behalf of its members by The Common Services Agency (more commonly known as NHS National Services Scotland (NSS)). The framework agreement itself is entered into by NSS, with all participating Authorities choosing to use the framework, making their own call offs based on the catalogue of available services. The Framework is governed by a Management Board of which the Scottish Government, NHS and representatives from some Scottish Local Authorities are members.

4.3 Dundee City Council currently contracts network services from Capita through the existing SWAN framework contract. This includes one of the Council's main internet connections. This contract will expire in March 2026. From March 2023 no new services can be obtained on this contract and no changes or upgrades can be made to existing services. This inhibits the Council's ability to increase capacity and improve services to some offices.

4.4 In April 2023, BT were appointed as the sole supplier of the new SWAN contract for the next 6 years. The new contract will allow for better communication, data sharing and collaboration across more than 6,000 sites, including 94 public sector organisations. Schools, hospitals, GP surgeries, every NHS Board and local government offices will benefit from significantly faster and improved fibre broadband and mobile connections and resilience.

- 4.5 The current SWAN contract provides Internet connectivity for all Council offices, schools and libraries. It also provides several other key services such as the Council's network connection to the Public Services Network (PSN) and NHS Tayside. Enabling Council and NHS staff to share office space and connect to the IT services they require.
- 4.6 In addition to the network services currently used by the Council, the new SWAN framework offers many additional innovative services. The Council must become members of the new SWAN framework to take advantage of the new services. Transferring the current SWAN services to the new contract with BT will increase bandwidth capacity and reduce annual costs.
- 4.7 The current SWAN service is £29,000 per annum. The annual cost will reduce to £24,000 once the services are moved to the new contract. There will be installation costs of £51,000 for new fibre network connectivity and the equipment to connect these services to the Council network. The installation and migration of the services is expected to take around 6 to 8 months to complete.

5.0 POLICY IMPLICATIONS

- 5.1 This report has been subject to the Pre-IIA Screening Tool and does not make any recommendations for change to strategy, policy, procedures, services or funding and so has not been subject to an Integrated Impact Assessment. An appropriate senior manager has reviewed and agreed with this assessment.

6.0 CONSULTATIONS

- 6.1 The Council Leadership Team were consulted in the preparation of this report.

7.0 BACKGROUND PAPERS

- 7.1 None.

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