

REPORT TO: CITY GOVERNANCE COMMITTEE – 21 AUGUST 2023

REPORT ON: IT SERVICE MANAGEMENT SYSTEM

REPORT BY: EXECUTIVE DIRECTOR OF CORPORATE SERVICES

REPORT NO: 225-2023

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 entering a new contract for an IT Service Management System.
- Remit the Head of Customer Services & IT to purchase an IT Service Management System, following a compliant procurement process using Crown Commercial Services G-Cloud framework.

3.0 FINANCIAL IMPLICATIONS

3.1 Annual costs for the system will be £60,000.

3.2 Initial setup costs will be £20,000.

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

3.4 License subscription and setup costs will be met from existing IT 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 IT Service Management (ITSM) refers to all the activities carried out to design, create, deliver, support and manage IT services. This covers everything from ordering a new laptop to supporting the Council's server and data storage environments.

4.3 Dundee City Council currently utilises several disparate systems to provide ITSM functions. These systems allow Council staff to log IT faults, make requests for new IT equipment and services, manage IT assets, track changes, view progress and make enquiries. The disparate nature of these systems is inefficient and makes it difficult for IT staff to administer, manage and report across IT functions.

4.4 A new cloud-based system will provide easy access for all Council staff, partners and third-party suppliers from any location. This will allow staff working from home to connect to the online system and log IT issues or requests. A mobile app will also be available, allowing staff to raise issues, requests and receive updates via mobile devices from anywhere. The current systems for ITSM are running on servers within the Council's data centre. This limits availability of access to the systems for remote, hybrid workers. Staff currently must connect to the Council network

before they can use the system, which isn't always possible if they have an IT issue. The age of the systems also makes them unsuitable for mobile devices and some remote access requirements.

- 4.5 The cloud based ITSM system provides a portal for all staff contact with the IT service. Allowing requests, faults and enquiries to be communicated through one system. This will help streamline IT processes and provide interactive feedback, improve customer experience, and reduce the turnaround time for IT requests. It will also allow the removal of the legacy pieces of software that are no longer fit for purpose.
- 4.6 The new system is built on a cloud platform that provides resilience and high availability to ensure a very reliable service is provided. All data held by the system is located inside the UK cloud platform. Dundee City Council data is securely segmented from other customer data within the cloud platform, which is normal practice for cloud software applications. The vendor is accredited with industry standard certification for information security and cyber security.
- 4.7 The replacement of these legacy systems is essential to modernising the IT service. It will improve productivity and efficiency with the new features and functions. Reducing the number of issues handled by IT staff through the introduction of self-service facilities and automation. This will also speed up responses for users and reduce turnaround time of IT requests. It will also increase the number of issues dealt with each day.
- 4.8 There will be a reduction in duplicated effort by IT staff caused by having disparate systems. It will provide a single view of resource commitments to better enable prioritisation and scheduling of work. It will improve the management of the IT environment, increasing root cause identification, reducing average times to fix issues and reduce change related incidents.
- 4.9 Some of the existing systems are written in-house and require time from IT staff to maintain and support. Removal of these legacy systems will allow servers to be decommissioned and reduce support, licensing and running costs. Maintaining these systems long term is not sustainable and to facilitate migration to cloud services it will be necessary to replace these systems.
- 4.10 Current license costs of £20k per annum will be saved. In addition, investment of around £85k will be avoided for additional licenses and upgrade work for the current system. We will also avoid increasing the current annual cost by around £20k following this work. Investment in current systems is not considered to be good value as they do not provide a modern cloud-based solution with all the required features and facilities.
- 4.11 A market review was carried out and the Council has selected the ITSM system called Halo, based on quality and price. This will be procured through the Crown Commercial Services G-Cloud framework.

5.0 POLICY IMPLICATIONS

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

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

7.0 BACKGROUND PAPERS

None.

**ROBERT EMMOTT
EXECUTIVE DIRECTOR OF CORPORATE SERVICES**

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