

## IDS Digital Schemes

Date: 20<sup>th</sup> October 2022

Report of: Head of Cloud & Platforms

Report to: Director of Resources

Will the decision be open for call in?  Yes  No

Does the report contain confidential or exempt information?  Yes  No

### Brief summary

The IDS Digital Scheme is comprised of the following programmes:

- Essential Services Programme (ESP)
- Application Portfolio Programme (APP)
- Digital Efficiencies Programme (DEP)

These were established to enable the Integrated Digital Service (IDS) to undertake a continuous annual programme of upgrade and refresh of Leeds City Council's extensive core ICT and Application infrastructure. As a general principle, IDS ensure that our ICT hardware and software are operated as long as feasibly possible before being replaced or upgraded. However, there are major elements of investment and refresh required over the coming year as outlined in this report.

In particular, the Council is in the process of undertaking a Cloud transformation which will move technology from on premise to the cloud. This will be a multi-year programme which will be reflected in ESP and APP funding over that time as investments in on premise technologies reduce as we start consuming cloud technologies. We will continue to invest in 'Cyber/IG' processes and solutions to help ensure that the ongoing threat to our information and systems is minimised. We will continue to refresh our desktop estate to ensure we keep our overall infrastructure up to date, we will however divest into different technologies like mac or Google devices as required.

The report is to seek approval on the funding required to conduct a range of major essential IT infrastructure and application investment, refresh and upgrade initiatives over the next 12 months. This involves the procurement and installation of new hardware and software and the engagement of specialist internal and external resources to commission and implement.

### Recommendations

- a) Request that the Director of Resources gives authority to incur expenditure of £7,233K on the 2022/23 programmes as outlined in this report, which includes the specialist resources (internal and external) to commission and implement these services.

## What is this report about?

- 1 There are approximately 11,000 users across multiple sites and now working from home locations. To support this, there are two primary data centres, hosting a significant range of infrastructure: servers, storage, networks, telephony and ancillary equipment etc. These data centres host over 300 critical and important business applications. This fundamental and extensive ICT infrastructure continually requires refreshing and upgrading.
- 2 The approach has always been that hardware and software will only be refreshed when we have extracted all the value from it and before supportability, poor performance and the potential consequential failure of critical business services becomes an issue.
- 3 Further to this IDS have now adopted a Cloud First principal to support the overall plans for Cloud transformation. As such investment in on premise hardware will only be undertaken if it is to meet a specific requirement which cannot be delivered in the Cloud.
- 4 The proposed programme of work outlined in this report for 2022/23 is part of an ongoing long-term programme of infrastructure maintenance and refresh, prioritised to ensure that the failure of business-critical services is minimised.
- 5 Reassuringly LCC generally spends significantly proportionally less than many of its Core City counterparts refreshing this core infrastructure.
- 6 It is also the case that this refresh brings additional benefits because software and hardware (in particular) improve significantly over time, and we therefore get a higher return on our investment in terms of functionality, performance and reliability etc.
- 7 Our commitment to the 'Cloud' and our 'Cloud First' strategy still applies. However, is still the case that over the next 5 years many of our critical legacy applications and also the legacy applications of our partner organisations will need to operate 'on premise' because they are not architected in a way that makes them suitable to operate in the 'Cloud'.
- 8 The Cloud Transformation programme and Application Rationalisation & Modernisation element of the APP programme will review the application stack and make recommendations on the approach to each application considering; refactor, replatform, repurchase, rehost, relocate, retain, or retire.
- 9 Digitalisation of services will be undertaken from the citizen perspective with investment in modern online channels including chatbot, mobile app and an improved webform platform. This includes the replacement of the council's existing website leeds.gov.uk and over 150 subsites as well as the replacement of the Contact Centre's end of life telephony system with a modern Cloud offering.
- 10 The WIFI estate is end of life and therefore will be refreshed with a move to Meraki technologies over the next two years. We will also re-cable Civic Hall to provide improved connectivity in this key building.
- 11 The risk of cyber threat is increasingly an issue across all organisations as the risk of serious damage to critical computer systems and the associated information they host continues to rise. There are frequent and high-profile cases of computer systems being compromised and sensitive information being stolen on a weekly basis and the organisations that commit these crimes are becoming smarter. The council also has significant obligations to comply with a range of security frameworks mandated across local government e.g. PSN (networks), PCI (credit card payments) and the new DPA (Data Protection Act) etc. The criteria for compliance with these frameworks are becoming more demanding and consequently the investment required in new cyber and IG tools, protection measures and assurance is significant.
- 12 There is also an allocation of funding assigned to replace the significant number of aged laptop and desktop devices (5-7+ years) across the organisation.
- 13 To ensure mobile phones and tablets (android and iOS) are kept up to date with security patches and OS updates to keep up with the latest technology and software. This is to meet requirements for PSN and Cyber Essentials Plus.

### **What impact will this proposal have?**

14 The proposal allows IDS undertake critical application, infrastructure and hardware upgrades and replacements to ensure the council's technology estate is up to date and compliant. It will reduce the risk of service failure by removing end of life technology.

### **How does this proposal impact the three pillars of the Best City Ambition?**

Health and Wellbeing       Inclusive Growth       Zero Carbon

15 This will provide up to date, secure and compliant hardware, software and infrastructure that supports all council staff. It will keep their key line of business systems secure and updated thus reducing the risk of cyber attack and service failure.

### **What consultation and engagement has taken place?**

Wards affected: N/A

Have ward members been consulted?       Yes       No

16 Consultation between senior staff within IDS, Central Finance, and the leader of the council, and this approach agreed.

### **What are the resource implications?**

17 This will involve existing internal resources working alongside specialist supplier resources and contractors.

### **What are the key risks and how are they being managed?**

18 If this work is not undertaken, there is a high risk of additional costs and business failure as we operate on old and in some cases unsupported ICT infrastructure and applications. The council is also at risk of financial penalties in the event of any major security breaches. These risks will be managed by ensuring robust contract and supplier management arrangements are in place to track and monitor that the technical solutions put in place will deliver the required outcomes.

### **What are the legal implications?**

19 The majority of the hardware, software and services required will be purchased through the Council's established preferred suppliers under existing contract arrangements. In the case of the replacement of the ageing telephony solution in the Contact Centre, this will be subject to a separate procurement exercise. The technologies concerned are consistent with the council's agreed technical strategies.

## **Options, timescales and measuring success**

### **What other options were considered?**

20 IDS has a legal requirement to ensure the council's network, infrastructure, hardware and software is safe, secure, compliant and fit for purpose and as such has to procure and implement solutions that support this requirement.

**How will success be measured?**

21 Replacement of identified ageing and end of life applications and hardware with more modern and secure cloud offerings will ensure security and compliance requirements are met, fit for purpose systems are available and the risk of service failure mitigated.

**What is the timetable and who will be responsible for implementation?**

22 The work will commence work in November 2022 and the Head of Cloud and Platforms is responsible for implementation.

**Appendices**

- EDCI
- Appendix A – Overview of Projects under the IDS Digital Scheme

**Background papers**

- None