

Report to **Director of Organisational Development & Democratic Services**

Subject: Provision of IT Support Services East Midlands Councils

Date: 17th February 2016

Author: Service Manager Customer Services, IT & Digital Services

Wards Affected

Not applicable

Purpose

This report seeks approval to enter into a new contract in respect of the supply of IT Support Services by Gedling Borough Council to East Midlands Councils.

Key Decision

This is not a Key Decision

Background

- 1 Long standing and mutually beneficial arrangements have been in place between the Council and East Midlands Council in respect of the provision of IT Support Services. The service has been continually adapted to align with the business needs of EMC. From April 2016, whilst EMC will require a core level of IT Support it is anticipated that the significantly reduced size of the organisation together with recent modernisation of their IT facilities will result in a considerably lower demand on day to day help desk requests.

Proposal

- 2 EMC has confirmed that there are no plans for any enhancements to their core IT infrastructure arrangements during 2016/17.

A one year IT Support Contract is therefore proposed to include:

Resolution of day to day help desk requests primarily to be provided remotely by the Council. (It is anticipated that EMC will raise approximately 100 help desk requests during the Contract period)

Two full day visits to site (July and October) to deal with non urgent matters that cannot be delivered remotely and to cover any service management matters.

In scope support will include routine support for the infrastructure and desktop hardware, Security patching and, on site attendance (if required) to rectify 'system

down' situations

In the event that EMC required any 'out of scope' services charges would be agreed prior to commencement unless it is necessary to react immediately in which case essential works will be conducted and agreement on charges would follow.

Out of scope examples include complete office re-location, major enhancements of the deployment, major disaster, for example loss of building denial of services (however caused)

Alternative Options

- 3 The Council could decide not to provide IT Support Services to EMC, in which case the current arrangement would naturally end 31st March 2016. This is not the preferred option of EMC.

Financial Implications

- 4 The charge for the service is £6,000. Appropriate insurance arrangements will be made, the authority will not put at risk from any bad debts, the contract would not be subsidised by the authority, and IT Services have the appropriate expertise to undertake the contract and the contract will not impact adversely upon the services provided for the authority.

Appendices

- 5 None.

Background Papers

- 6 None identified

Recommendation(s)

THAT:

- (a) **It is recommended that approval is given to allow Officers to enter into a new contract in respect of the provision of IT Support Services to East Midlands Councils.**

Reasons for Recommendations

- 7 It is recommended that the arrangements should continue and that the details of this new contract are agreed because the current arrangements with EMC have:
- Added value for EMC as they have no in house IT Support capacity
 - Provided valuable research and development opportunities
 - Enhanced partnership working between the Council and EMC
 - Provided an income stream for the Council