

Appendix 1

Bridging the Gap Theme		Maximising Enablers								
Bridging the Gap Proposal:		Work place transformation						Ref:		
Executive Portfolio Sponsor:		Executive Member – Corporate Services								
Officer Proposal Sponsor:		Chief Officer Commercial								
Impact on other Portfolios:		All								
Delivery in:	2020/21		2021/22		2022/23		2023/24		2024/25	
Values (low – high)	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
	50	50	50	50	50	50	50	50	50	50
<p>Strategic Business Review: The focus on this phase has been identifying aspects of work place practice where costs can be reduced, productivity can be enhanced and technology can be maximised. This Strategic Business Review is also concerned with managing the investments needed in our current technology landscape due to changes in licensing arrangements with Microsoft.</p>										
<p>Opportunities identified: Managing our IT suppliers and rationalising the number of systems we have currently supporting the business; Introduction of paper reducing ways of working through better use of printers, copiers, scanners to control our costs Progress with plans to implement Office 365 in 2020/21 to enable the decommissioning of some of the systems we currently have in place. Undertaking a review of our telephony to drive down costs and enable improved remote working.</p>										
<p>Challenges and risks Our current level of understanding of our technology landscape is fragmented and our relationships with our key suppliers have been in place for many years and in some cases decades. It is likely that in some cases we are not achieving value for money for our products. The complexity and the impact of continuing to support legacy systems means a fundamental review is required whilst simultaneously immediate action is needed to control and reduce our costs.</p>										
<p>Invest to save options: Additional capacity is needed bring focus and expertise to the supplier landscape. Experienced IT client support would ensure we seek the savings quickly and in a sustained manner.</p>										
<p>Actions: Identification of systems owners across the organisation. Identification of account managers in the supplier space. Set up initial negotiation meetings with the key suppliers and in particular those where we have long standing relationships. This will include a review of the current products, contractual arrangements and price liabilities. Progress with the preparations for implementation of Office 365 to enable disinvestment in certain systems that will be no longer needed. Develop the business case for a Hybrid Mail Room produce to manage print, copying and record retention arrangements for the future.</p>										
Executive decisions:	MTFS and Bridging the Gap Programme									
Scrutiny Route:	Corporate Overview Scrutiny – Autumn 2019									
Consultation:	With staff affected by changes in contract arrangements									
EqlA:	Screening to be undertaken prior to any contract variations being progressed									