

Annual Plan

2022/3

Corporate Services Contract

5 Councils

Version Control

Version	Changes	Agreed By	Date of Review
1	Initial drafts to JTB	JTB	17-Feb-22
2	Draft to Strategic Management Board	SMB	10-Mar-22
3	Final draft to Joint Tactical Board and Strategic Management Board	JTB	17-Mar-22
4	Issue to Joint Committee		

Configuration Control

Plan for	Date of Last Update	Last Update by:	SIG Review Date	Version Agreed Under
Revenues and Benefits	07-Mar-22	Daniel Robson	16-Feb-22	
Customer Services	14-Feb-22	Gareth Stemp	16-Feb-22	
Land Charges	11-Feb-22	Chris James	To be 16 March 22	
IT	07-Mar-22	Paul Merrick	TBC	

Annual Plan for:	Five Councils Customer Services
Last Update (Date and Who by)	14-Feb-2022; G Stemp
JTB Review	17-Mar-22
Agreed Date and Who By:	

Sections: Part 1 - Outstanding Transition Items
Part 2 - Annual Plan Items
Part 3 - Forward Look

Agreed Plan

No Part 1 items

Part 2 - Annual Plan Items

Ref	Description	Milestones	Due Dates	Lead	Links to Service Outcomes	Councils Impacted
	Quality Assurance; Implement process for authority officers to listen to and score calls. Once live a period of evaluation will follow before a measure is put in place.	Havant Borough Council, Go Live	31/01/22 go live April - June evaluation	Capita Head of Customer Services	Continuous improvement	HBC
		Mendip District Council, Go Live	28/02/22 go live April - June evaluation	Capita Head of Customer Services	Continuous improvement	MDC
		South Oxfordshire District Council, Go Live	31/03/22 go live April - June evaluation	Capita Head of Customer Services	Continuous improvement	SODC
		Vale of White Horse District Council, Go Live	31/03/22 go live April - June evaluation	Capita Head of Customer Services	Continuous improvement	VOWH
		Hart District Council, Go Live	31/03/22 go live April - June evaluation	Capita Head of Customer Services	Continuous improvement	HDC
	Development and implementation of quality of service measure	Under the direction of Joint Committee, to develop and deploy an additional measure covering the quality of service delivered by CSC	01/07/22	Capita Head of Customer Services	Continuous improvement	All
	Mendip Netcall	Implementation of Netcall (automated Switchboard) for the Mendip Switchboard	01/03/2022 (Go live) March - May Review	Capita Head of Customer Services	Achievement of Contact Reduction; Service Improvement; Channel Shift	MDC
	Customer Journey Improvements and Contact Reduction Initiatives	Once Mendip Netcall and Hart Transversal initiatives are complete; review current state of play and agree where next focus should be.	Ongoing	Capita Head of Customer Services	Achievement of Contact Reduction; Service Improvement; Channel Shift	All
	End to end customer satisfaction	Determine the feasibility of an end to end customer satisfaction survey which will evaluate the complete customer journey	TBC	Capita Head of Customer Services	Continuous improvement	All
Continuous improvement and innovation	Work with Councils to improve the customer journey wherever possible and . Work with councils on direction of travel and how reducing customer contact through telephony contact but increasing digital self serve as options and use of website and other enablers and exposure to wider Capita offer/products in support	Ongoing	Capita Head of Customer Services	Continuous improvement	All	

Part Three - Forward Look

Ref	Description	Milestones	Due Dates	Lead	Driver or Source	Councils Impacted
	AWS (Amazon) Telephony, new future proof telephony platform with additional functionality which will improve the customer experience and will help with contact reduction	This work is to confirmed and is subject to a business case	TBC		Continuous improvement	All
	Somerset unitary	Support this change as required	TBC			

Annual Plan for:	Revenues and Benefits 2022/23
Last Update (Date and Who by)	7 March 2022 (MG / DR)
JTB Review Date	17-Mar-22
Agreed Date and Who By:	

Sections: Part 1 - Outstanding Transition Items
Part 2 - Annual Plan Items
Part 3 - Forward Look

Part 1 - Outstanding Transition Actions

Ref	Description	Milestones	Due Dates	Lead	Links to Service Outcomes (if relevant)	Council(s) Impacted	Delivery Status (Not started, Started, Paused, Complete)	RAG Status R = late A = Risk of delay G = on track

Part 2 - Annual Plan Items

Ref	Description	Milestones	Due Dates	Lead	Links to Service Outcomes (if relevant)	Councils Impacted	Delivery Status (Not started, Started, Paused, Complete)	RAG Status R = late A = Risk of delay G = on track
	Tel-Solutions - functionality review ALL areas	Capita led workshop to revisit tel-solutions potential to include previous exploratory work around pre-enforcement, arrangements, closed accounts.	30/04/22	Capita	Council Tax collection rates	Hart, Havant, Mendip, South, Vale	Not started	
		Presentation on possibilities to all authorities	31/05/22	Capita / Authorities			Not started	
		Agree and design opportunities	15/06/22	Capita / Authorities			Not started	
		Testing phase	15/07/22	Capita / Authorities			Not started	
		Go-live	01/08/22	Capita			Not started	
	Quality Action Plan	Re-development of quality statistics and areas for improvement, to be presented back to the Authorities	30/04/22	Capita / Authorities	Council Tax collection rates	Hart, Havant, Mendip, South, Vale	Not started	
		Identify service gaps & priority issues	31/05/22	Capita / Authorities			Not started	
		Compile Plan	15/06/22	Capita			Not started	
		Complete Plan	01/07/22	Capita			Not started	
	Council Tax Collection Rates	Produce collections estimates for 2022/23	01/05/22	Capita	Council Tax collection rates	Hart, Havant, Mendip, South, Vale	Not started	
		Consider estimates and potential for improvement via workshops	31/05/22	Capita / Authorities			Not started	
		Compile Plan	15/06/22	Capita			Not started	
		Complete Plan	TBC (may split out into separate line items)	Capita / Client			Not started	
	Amazon Web Services	Approve solution	01/03/22	Capita / Authorities	All services	Hart, Havant, Mendip, South, Vale	Not started	
		Testing phase	01/04/22	Capita			Not started	
		Go-live	01/04/22	Capita			Not started	
		Consider inbound solutioning	01/04/22	Capita			Not started	
		Present inbound solution to Authorities	01/05/22	Capita			Not started	
		Approve solution	15/05/22	Capita / Authorities			Not started	
		Testing phase	01/06/22	Capita			Not started	
		Go-live	15/06/22	Capita			Not started	
	Access to L&D Hub	Demo for Clients	01/01/22	Capita	Revenues & Benefits Administration & communications	Hart, Havant, Mendip, South, Vale	Complete	
		Approve solution	01/01/22	Capita / Authorities			Complete	
		Implementation Plan and Build	28/02/22	Capita			Started	
		Testing phase	15/03/22	Capita / Authorities			Not started	
		Go live	01/04/22	Capita / Authorities			Not started	
	Continuing Covid-19 Response Measures	Deployment and roll out of £150 Energy Rebate Scheme, or elements of this	By or before 30 Sept 2022	Capita / Authorities	Covid Response Only	Hart, Havant, Mendip, South, Vale	Started	
		Deployment of Covid-19 Additional Relief Fund Provisions (based on Authority Schemes)	By or before 30 Sept 2022	Capita / Authorities		Hart, Havant, Mendip, South, Vale	Started	
		Administration of closing Omicron Grant payments & final reporting elements.	By 30 April 2022	Capita / Authorities		Hart, South and Vale	Started	
		Administration of closing test and trace self isolation payments & final reporting elements.	By 31 May 2022	Capita / Authorities		Hart, South and Vale	Started	

Ref	Description	Milestones	Due Dates	Lead	Links to Service Outcomes (if relevant)	Councils Impacted
RB11	Review of Outstanding SDP developments		Annually, by the end of Quarter 2	Danny Robson Client		
RB12	Future legislative changes		Annually, by the end of Quarter 3	Danny Robson Client		
RB13	Unified Academy Desktop					
RB14	Housing Associations to be part of identity verification process					

Annual Plan for:	Five Councils Local Land Charges
Last Update (Date and Who by)	11 February 2022 - Christopher James
JTB Review	17-Mar-22
Agreed Date and Who By:	

Sections: Part 1 - Outstanding Transition Items
Part 2 - Annual Plan Items
Part 3 - Forward Look

Agreed Plan	Delivery Tracking
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Part 1 - Outstanding Transition Actions

Ref	Description	Milestones	Due Dates	Lead	Links to Service Outcomes (if relevant)	Council(s) Impacted	Delivery Status (Not started, Started, Paused, Complete)	RAG Status R = late A = Risk of delay G = on track
	<i>Insert Line Above</i>							

Part 2 - Annual Plan Items

Ref	Description	Milestones	Due Dates	Lead	Links to Service Outcomes (if relevant)	Councils Impacted	Delivery Status (Not started, Started, Paused, Complete)	RAG Status R = late A = Risk of delay G = on track
	<ul style="list-style-type: none"> • Capacity Planning • HR • IT • Telephony 	Review and update procedures across each of the five councils	01/06/22	Capita	SO3 d, e, g, SO5 b, f	All		
		staff appraisals and training requirements	01/12/22	Capita	SO3 a, b, d SO5 d,	All		
		BIA actions to facilitate working in event site unavailable	ongoing	Capita & Client Team	SO3 c, h SO5 a,	All		
		Review and update quality plan	ongoing	Capita & Client Team	SO5, d,e	All		
	Annual Fee Setting Review	From client side fee setting review to be programmed in annually as a milestone be synched with budget setting (this service must be a cost neutral service) evidence to be provided by Capita on whole cost of service by each contributing partner	Annual, Q3	Capita and LAs				
	<i>Insert Line Above</i>							

Part Three - Forward Look

Ref	Description	Milestones	Due Dates	Lead	Links to Service Outcomes (if relevant)	Councils Impacted
	Devolution of some LLC functions to HM Land Registry	Update client on developments in legislation and implementation	ongoing	Capita & Client Team	SO5 f,	All
		Update client on potential impact to service levels and income of devolution	ongoing	Capita & Client Team	SO5 f,	
		Review and appraise service delivery against agreed contract format	ongoing	Capita & Client Team	SO5 f,	
		To complete items list in CCRF 407	asap	Capita & Client Team		
	Review of Legislative impacts for year following		ongoing	Capita and Client		
	Review of outstanding Service Delivery Plan Items		ongoing	Capita and Client		

Annual Plan for:	IT
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Last Update (Date and Who by)	Paul Merrick 7/3/22
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JTB Review	17/03/22
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Agreed Date and Who By:	
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Sections: Part 1 - Outstanding Transition Items
Part 2 - Annual Plan Items
Part 3 - Forward Look

Part 1 - Outstanding Transition Actions									
Agreed Plan									
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R88	Tom for H&EH	COMPLETE	chasing resource availability dates	Client	Section 6.1 Implementation Plan / Agreed TOM Criteria	H&EH	Complete	n/a	12/02/21 - TOM agreed for H&EH as part of the settlement agreement in December 2020 04/10/2020 - H&EH TOM will be agreed as part of the settlement between Capita and 5C's. This is awaiting final sign off. Milestone acceptance criteria is contained within this settlement. 12/02/2020 - All work on the TOM has ceased due to the contractual discussions that are in progress. The IT work stream will recommence in March and this will be picked up as part of that.
		Initial discussion with Client		Capita & Client Team			Complete	n/a	as above
		Completion of milestone acceptance review by Client		Capita & Client			Complete	n/a	as above
	Delivery of Hart		In Progress		Section 6.1 Implementation Plan / Agreed TOM Criteria	Hart	WIP		12/02/2021 - The CCRF has been initially reviewed and the PM has responded to Capita's initial proposal. Capita to finalise with 5C's 04/10/20 - A CCRF has been raise for Hart to shape what there service will be going forward. An initial scoping session has been held. 12/02/2020 - On hold awaiting client instruction 06/09/2021 - Reopened and progressing. Internal reviews completed and shared with both MG and PM. Meeting scheduled to review collectively for 14/09/2021 with JL, GM, PM & PP 7/3/22 Update - Awaiting sign-off of CCRF298. Once completed another CCRF will be required to detail changes since December 2020
	Delivery of Mendip		In progress		Section 6.1 Implementation Plan / Agreed TOM Criteria	Mendip	Complete		12/02/2021 - The CCRF has been initially reviewed and the PM has responded to Capita's initial proposal. Capita to finalise with 5C's 04/10/2020 - CMW & WiFi has been signed off for Mendip and the projects are underway. Mendip have produced an application road map and a CCRF is expected to shape their service. 12/02/2020 - On hold awaiting client instruction (Specific projects are being discussed and progressed independently of the complete transformation due to requirements as a result of legacy hardware and O/S) 06/09/2021 - Reopened and progressing. Internal reviews completed and shared with both MG and PM. Meeting scheduled to review collectively for 14/09/2021 with JL, GM, PM & PP 7/3/22 Update - Complete. CMW fully deployed, transition to 5C network infrastructure, single service desk provision and migration to Nuvem environment complete. Remaining infrastructure in Mendip supported via separate CCRF. In addition, CCRF335 has been agreed but awaiting final version from Capita
	Completion of the Redhill data centre migration		On Hold	Client & Capita		S&V	Complete		12/02/2021 - Redhill Migration is underway. Fraud, SFTP and WiFi remain outstanding. WiFi design is with Capita Networks to produce and has been escalated. . 04/10/2020 - It has been agreed that the Transition from Redhill will be completed. Work is in progress to complete this and a full plan is to be produced. 12/02/2020 Currently on hold and awaiting customer instruction. BAU requirements still progressing. 06/09/2021 - All services that needed to be migrated have been. S&V new Wi-Fi solution is now tested and working. Minimal services have been left on with agreement of only costs for power used to ensure there are no connections active which have been missed. Monitoring is underway and will be in position to confirm full shut down 10/09/2021. Hardware removal is planned for 16/09/2021. 7/3/22 Update - all work complete. Closed

Part 2 - Annual Plan Items

Ref	Description	Milestones	Due Dates	Lead	Driver or Source	Councils Impacted	Delivery Status (Not started, Started, Paused, Complete)	RAG Status R = late A = Risk of delay G = on track	Progress
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	Stakeholder Plans - Develop a stakeholder map and a supporting stakeholder engagement plan, which shall describe the level and means of interaction with all relevant stakeholders for the IT Service This shall be included within the IT Service Quality Plan, and as such will be complied with in accordance with clause 6 of the Agreement			Capita/Client	General Account Governance plus Obligation Matrix	All	Started	G	12/02/2021 - To be raised at the Strat Board for a decision on if this is still relevant. 04/10/2020 - Stake holder map to be reviewed between PM and CM. 18/02 - Align stakeholders to the different meetings that take place in line with the contractual obligations for meetings. 12/02/2020 - Need refreshing for 2020 06/09/2021 - 2021 review and refresh is to be undertaken by PM & PP 7/3/22 Update - Review has not yet taken place. To be rescheduled once Parul is available. Ongoing
	Obligation Matrix Review			Capita/Client	Obligation Matrix	ALL	Started	G	12/02/2021 - Session to review what is outstanding and move the outstanding items to an appropriate forum e.g. Ops or Strategy Board. 04/10/2020 - Security review has taken place and expected to close a number of items outstanding. Patrick Bennett to deliver this for October Strategy Board. 12/02/2020 - Review still ongoing, have completed the reds and working through the ambers. A big chunk can be removed as Capita have now demonstrated the CMDB which had a number of line items against it. 06/09/2021 - Review to be scheduled in for PM & PP. Most of the items have now been addressed. Those outstanding will be moved to be reviewed at other forums Operations Board, IT Strategy Board, Security Working Group) as appropriate and Obligations Matrix to be formally closed 7/3/22 Update - still a few items need to be reviewed and progressed/signed off. Meeting to be rescheduled when Parul returns to work. Ongoing
	CVW to CMW migration H&EH and S&V	Completion of proposal for full estate in H&EH and S&V		Capita / Client	Performance of current solution and scope of current solution	H&EH, S&V	Complete		04/10/2020 - CVW is on track to decommission in December 2020 12/02/2020 The proposal has now been provided for the CVW to CMW migration for both H&EH and S&V and accepted by the client. This has progressed to a project
Delivery of CVW to CMW in S&V			Capita/Client	Started				12/02/2021 - IKEN Terminal Server is being stood up to allow the users to operate outside of CVW. Testing is underway 04/10/2020 - CVW is on track to decommission in December 2020 12/02/2020 project team has been stood up, awaiting confirmation of breakdown of devices and either opportunity for Capita to quote or details of delivery dates	
Delivery of CVW to CMW in H&EH			Capita/Client	Started				12/02/2021 - CVW project has been delayed due to Brexit packaging project completion and application performance (Data map) 04/10/2020 - CVW is on track to decommission in December 2020 12/02/2020 project team has been stood up, awaiting confirmation of breakdown of devices and either opportunity for Capita to quote or details of delivery dates 06/09/2021 - All users across all Councils have now been migrated to the CMW devices and the CVW platform as been decommissioned. Thin client hardware has been powered down and collected at various locations.	
			Capita / Client						
	Horizon Scanning - requirement to upgrade applications/operating systems that are coming end of life	Review each council to identify servers and applications at risk	31/12/19	Capita	Best Practice	All	Complete	G	12/02/2020- servers have been identified
Discuss with each Council		ongoing	Capita / Client	Best Practice	Started				
Produce high level plan where appropriate		31/03/20	Capita / Client	Best Practice	Started			12/02/2021 - Nuvem migration has been completed. 04/10/20 - the proposed date to move to Nuvem to 20th November 2020. This is currently being discussed. 12/02/2020 upgrades to servers may be completed as part of potential move to Nuvem/Lisbon 2 (new version of CPC environment) Capita are confirming the options available to the client. If the customer moves to Lisbon 2, they will get 3 years extended support if in Azure on Windows 2008. We need to put into place a plan before the move to get the servers upgraded. Alternatively, the servers will be upgraded within CPC and moved to Lisbon 2 at a later date. Currently pulling together a presentation to provide the information to the client so they can make an informed decision. This move will also affect the OVM proving as they would have it within Lisbon 2 and if they remain in CPC, it would have to be built specially for them and would involve testing before and after the move. 7/3/22 Update - W2008 servers upgrades still ongoing. Completion required in advance of Azure migration	
Nuvm to Azure								12/02/2021 - Move to Azure could not take place as some of the IP Addressees utilised on the 5C estate clashed with Azure reserved addresses. The Lisbon Team committed to re-ipadress and facilitate a move to Azure for the 5C's estate. Some Oracle application work will be required in conjunction with this move. Projected date is June 2021. 06/09/2021 - PM awaiting proposal. Firm pricing to be provided by 17/09/2021 7/3/22 Update - Azure migration being scheduled for spring/summer 2022. 5C awaiting migration dates and a Project Manager to be assigned by Capita. Preparatory actions underway (IP Addressing, Cloud Readiness assessment, etc.)	

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		Server 2008 Upgrades					Started		12/02/2021 - 5C's were originally provided a proposal to perform inline upgrades from server 2008 to server 2012 or above. Due to a change in approach from hosting this option is no longer available. New 2016 servers have been stood up and are awaiting application installs. This will require a programme of works to complete full application migrations. Costs, timings and approach will need to be agreed. As a result further extended support for server 2008 has been procured, confirmation is required in writing to 5C's. Full commercial implications will need to be agreed. 06/09/2021 - PP working to understand how we can take forward with in place upgrades and impact assess the risks of this approach over rip and reinstall approach. 7/3/22 Update - W2008 Upgrades progressing. Expected completion by end of March 2022
	Business Continuity	Information to be provided by 5 Councils		Capita/Client	Standard Governance	All	Complete		12/02/2021 - BC plans received from 5C's - Annuals review will be required. This is expected by H2 2021 12/02/2020 - Awaiting S&V BC plans see above
		Support of 5 Councils in the BC Plan		Capita/Client	Standard Governance				
	Disaster Recovery plan	Information to be provided by 5 Councils		Client	Standard Governance	All	Started		12/02/2020 - DR plan review to be arranged by Paul Merrick 7/3/22 Update - DR tests for S&V and HEH completed May 2021. 2022 tests (inc mendip) to be scheduled once Azure migration dates are known
		Review of existing DR plan		Capita/Client	Standard Governance				
		Discussion and agreement with 5 Councils on the support required from Capita		Capita/Client	Standard Governance				
		OVM Proving		Capita	Obligation Matrix		In progress		12/02/2021 - Post the move to Nuvem. Provisional dates are booked for March 2021. Gary Binikos to provide details. 04/10/20 - DR proving will form part of the settlement agreement. Full plans to be reviewed. The move to Nuvem / Azure is a dependency for this. 12/02/2020 OVM proving was to be provided as part of the CPC solution, this is not currently in place. Capita are providing the 5 Councils with the options available to them as there is an imminent move to Lisbon2/Azure which would mean that OVM proving would be available there. If requested within current environment the infrastructure would need to be set up for the testing and this may not be done within the timescales needed prior to the move to Lisbon 2 or it would mean that they would be test on CPC and then have to retest in Lisbon 2 06/09/2021 - DR Test undertaken for both HEH and S&V in April 2021 which proved successful. DR report was shared with IT Leads and PM and included Lesson Learnt. That a DR test was also carried out by Mendip using their 3rd party with Capita assistance for the test and restore. Once again, a DR report was shared with Mendip IT Leads and PM. 7/3/22 Update - DR tests for S&V and HEH completed May 2021. 2022 tests (inc mendip) to be scheduled once Azure migration dates are known
	IT Strategy Roadmap - Develop joint IT strategy to embed latest technology and approaches for further process automation to minimise paper. New applications and online forms will contribute to this goal	Client to produce Insight Project and Forecast Process to support and develop Strategy Map		Client	Obligation Matrix	All	Started		12/02/2021 - Road Map to be reviewed. Services are going to SaaS. Last review in August 2020, meeting to be arranged with the IT Leads. To be discussed if the original automation requirement is still required. 04/10/2020 - Draft roadmap has been produced. The councils Apps teams are now reviewing. Final version to be published. 18/02 - Paul Merrick has been speaking with the Councils and has suggested that a combination of himself and the IT Leads will be able to provide this information to feed into Matt Highland's plans. 12/02/2020 - Requested the information from Paul Merrick. In conjunction, Matt Highland (Capita Architect) is pulling together a Roadmap for the Councils to act as a discussion point and to enable them to explore the options available to align with their longer term strategy 7/3/22 Update - Application Roadmaps near to completion. Still awaiting input from Namir Bachu and Capita to arrange a workshop with 5C to sign off
		Monitor IT trends and leading entities to manage strategic drivers in industry and regulatory changes	ongoing	Capita/Client	Obligation Matrix		Started		12/02/2021 - To review, post office 365 separation, new capabilities within the Office 365 suite. 18/02/2020 This is also discussed in BAU as scenarios arise e.g. GDPR, Cyber etc. We also engage with Microsoft to discuss this. 12/02/2020 As part of the piece of work that Matt Highland is doing. This will be encompassed into the Roadmap or raised for discussion as necessary. 06/09/2021 - Application Roadmap has been developed and is at a stage to now start a review cycle. SOP needs to be agreed with regards to ongoing maintenance and review of the document. 7/3/22 Update - Application Roadmaps near to completion. Still awaiting input from Namir Bachu and Capita to arrange a workshop with 5C to sign off
		storage review - current capacity tracking	ongoing	Capita/Client	Contractual discussions		Started		ongoing as part of the monthly capacity planning.
	Storage policy review	Storage review - Capacity reduction	31/03/20	Capita/Client	Contractual discussions	Where Capita provide Managed Service within their Datacentres	Closed		12/02/2021 - Storage reviewed November 9th 2020. Capacity requirements were agreed. This needs to be applied to the Nuvem environment post migration. Allocation will allow 18 - 24 months growth. Additions will be managed on an adhoc bases through service requests or capacity alerts. Trends to be monitored through the monthly SLR 12/02/2020 current discussions are around what can be reduced. Paul Merrick is currently reviewing the data provided including 18 month estimated growth and will confirm what is required by drive moving forward. Capita have advised that some drives such as OS and application need to be retained in accordance with the application guidelines and where the application is a Council 3rd party, they will have to confirm this information and instruct us accordingly. 06/09/2021 - New approach which is more intuitive has been used to understand the 'right-size' of allocation with allowance for two years growth. Process to best apply is under review by supplier to then be presented to PM 7/3/22 Update - Move to Azure will effectively close this issue as the right sized option will apply once the migration is complete. Closed

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	Small Works Process	Review of Small Works process	<i>ongoing</i>	<i>Capita/Client</i>	<i>Obligation Matrix - ease of doing business</i>	All	Closed		12/02/2021 - Process for work requests and the raising of CCRF's has been refined and works quite well. It is noted that Service requests can take some time to be responded to from central Capita IT. 04/10/2020 - Review to be conducted during Q4 2020 12/02/2020 The review of the process was completed in 2019 and this has resulted in a smoother process - I feel it would be worthwhile to review every 6 months to see whether there are new processes which we can use to make this even more efficient.
		Service Catalogue development/Manual Alternative	<i>On hold</i>	<i>Capita/Client</i>	<i>Obligation Matrix - ease of doing business</i>		Closed		12/02/2021 - Agreed that this item is no longer relevant due to volumes of repeatable purchase. 12/02/2020 This has been identified within the requests from Account Directors to the Capita Management as something that is required within customers. The process/offering is being developed in 2020 and we will provide an update once this has been created.
	CMDB	Evidence to Council that all elements have been uploaded to the new CMDB	31/01/20	Capita/Client	Obligation Matrix	H&EH, S&V	Started		12/02/2021 - CMDB feed appears to need review. Details of a number of S&V devices is missing. To be reviewed with Gary and the CMDB team. 12/02/2020 Paul Merrick has confirmed that he is happy that the CMDB is in place and the information has been uploaded. A guided tour was provided and information on the process provided. Reports will be provided with new devices that have been added / removed each month/quarter (tbc) 06/09/2021 - Review of CMDB has been completed and a dashboard presenting both server and endpoint devices has been created to show a high-level health check status of these configuration items. A presentation and demo is to be scheduled with PM to walk him through. 7/3/22 Update - CMDB near completion. Fully completed version inc storage and backups still not available. Also awaiting monthly CMDB report to be completed
	Web Management (URL access security) - customer would like to understand the number of Web pages that the Council have tried to access that are currently restricted	Report from Forcepoint	31/12/19	Capita		ALL	Closed		12/02/2021 - no issue identified - to be managed on an adhoc bases per user if required. 18/02 - Check in SWG 08/10 - Chris and Patrick to understand whether the forcepoint report will be able to provide this information. List requested from the Council to advise which sites they wish to access as part of standard policy
	Passive Security Monitoring - Monitor application services to record any logged policy breaches	Explore what information is available from Delivery	31/12/19	Capita		Transformed Services only	Closed		12/02/2021 - Stats provided in SWG agreed to close. 18/02 - Check in SWG 08/10 - Question for Delivery - This will need to be raised with the DC Networks (IDS/IPS), and CNS (SIEM) teams to clarify what can be provided.
	Active Security Monitoring - Monitor security events as alert events occur and where security device configuration does not apply e.g. internal security breach	Explore what information is available from Delivery	31/12/19	Capita		Transformed Services only	Closed		12/02/2021 - Stats provided in SWG agreed to close. 18/02 - Check in SWG 08/10 - Question for Delivery - This will need to be raised with the DC Networks (IDS/IPS), and CNS (SIEM) teams to clarify what can be provided.
	Skype for Business/Teams	Strategy for Skype for business to be established	31/03/20	Capita/Client	<i>Business requirement</i>	H&EH, S&V	Closed		12/02/2021 - Teams now fully installed across the 5C's estate. Configuration and updates to be administered in BAU. 04/10/2020 - The councils have developed strategies for the use of Skype and Teams. 12/02/2020 - This is on the Ops Board. Skype and Teams have been rolled out as part of a general patch and we now need to provide the governance and strategy around how the Councils wish to use this.
	Obligation Matrix - Provide IT Systems functionality that supports self-serve and an online management tool that enables users to access information when they need it. Consolidate the service desk into an integrated solution, with self-service functionality to deliver ease of access for customer contact for desktop, applications, infrastructure support Provide online knowledge management tool providing skills and training to users, regularly refreshed based on root cause incident analysis This will also help to reduce the number of incidents and requests raised Check and allocate calls and requests placed via the web portal on the same criteria of those made via phone, in person or email.		30/09/20	Capita/Client	<i>Obligation Matrix</i>	Transformed Services only	Closed		12/02/2021 - PM to review the internal allocation of the contractual 10 Remedy Licences. Self Service is an ongoing and being reviewed on the strat board. 12/02/2020 Remedy licences have now been provided to key staff required. On the self service, this will be discussed as part of the O365 separation project and how we can bring additional functionality in as a result of the clients' future strategy. 7/3/22 Update - Licenses now allocated across 5C as per IT Leads requirements. Closed
	Obligation Matrix - For internal service users, develop a user device strategy as part of the overarching IT Strategy development		30/06/20	Capita/Client	<i>Obligation Matrix</i>	ALL	Started		12/02/2021 - 5C's now purchase new devices. CM to provide aged profile. 12/02/2020 This was originally on the list for a previous Partnership Director within 5Cs, Capita believe that this will come about naturally as part of the move to CMW and the roadmapping process that is being undertaken - this is therefore a placeholder to remind the teams to encompass this within the plans for the partnership. 7/3/22 Update - 5C still awaiting aged profile of devices
	Obligation Matrix - The Supplier shall use key reports in order to provide Red, Amber, Green Reporting functions against requests that are nearing their SLA boundary and automatically escalate these for urgent action.		31/03/20	Capita/Client	<i>Obligation Matrix</i>	Where supported by Capita	Closed.		12/02/2021 - Appropriate reports are now produced. 12/02/2020 - This is a Strategy Board requirement - SDMs picking this up to understand the notifications that can be put in place to provide

Ref	Description	Milestones	Due Dates	Lead	Driver or Source	Council(s) Impacted	Delivery Status (Not started, Started, Paused, Complete)	RAG Status R = late A = Risk of delay G = on track	Progress
	Obligation Matrix - engage with operations and the wider industry to maintain and update the Remedy Knowledge Management Database to provide advice on problem avoidance and best practice		31/03/20	Capita	Obligation Matrix	Where supported by Capita	Closed		12/02/2020 - This is part of the knowledge base review which is currently taking place and this can then be closed
Happy to close ?	Obligation Matrix - As the Supplier introduces new common applications across the Authorities, training, via face-to-face and online tutorials, shall be standardised. In addition, the Supplier shall supply specific training relating to new functionality or changes in same, as part of new software releases which shall be coordinated with release management. This shall apply both to COTS software as well as retained in-house developed software. In support of the Supplier's channel shift strategy, the Supplier shall provide training for service users in the self-service aspects of the help desk, including by way of example, logging problems, requests and getting status upda		31/03/20	Capita	Obligation Matrix	Where supported by Capita	CLOSED AS NOT RELEVANT		12/02/2020 The training for the applications that are not owned by Capita would be retained by the Council SMEs, all other training /user guides are provided as part of ongoing development of the knowledge base. - On this basis PM are you happy to close ?
	Communication plans	Document the type of comms that may be needed	Ongoing as required	Capita/Client	Standard Governance				12/02/2020 - Communications plans are developed by the team as required and depending on the messages required. These are sent by the customer to their users, though we may input into them 03/12 - added to the annual plan from Strategy Board to ensure this is documented - need to review with Paul Merrick 06/09/2021 - Review to be scheduled by PM & PP 7/3/22 Update - Review still to be scheduled. Ongoing
	Risk Management plan	Development of Risk Management Plan with council	Ongoing regular meetings	Capita/Client	Standard Governance	ALL	Started		12/02/2021 - Regular risk reviews are conducted with the council. 12/02/2020 - Ongoing plan in place for these to be reviewed and rated PM has set up a cycle of Council specific risk review sessions every 6 to 8 weeks and high-level risk register also being maintained. Sessions are attended by the Council IT Lead(s), PM, supplier Technical Lead and PP. 7/3/22 Update - PM chairs and documents SC IT Risk Assessment session for each council approximately every 2 months
	CMW for Mendip Council	Proposal development	31/03/20	Capita	Customer requirement due to transformation being on hold	Mendip	Closed		04/10/2020 Project underway and due to complete by the end of the year. 12/02/2020 Draft proposal provided, now require a breakdown of the elements and T&M proposal to the customer. 7/3/22 Update - Project completed Jan 2021. Closed
	O365 Separation	Proposal development	31/03/20	Capita	Business requirement	H&EH, S&V, Mendip	Started		12/02/2021 - Proposal has been through iterations of review. The final proposal is being taken to the next JTB for authorisation to proceed. 04/10/2020 Proposal has been delivered and reviewed. Ongoing negotiations and independent reviews are underway. 12/02/2020 - proposal required for a variety of options for the Councils to explore the separation of O365 to enable them to work independantly. Proposal due end of Feb 06/09/2021 - Programme has needed to enter a re-design phase in order to map to new scope and delivery preferences of the Councils. New proposal is due early Oct 2021. 7/3/22 Update - Proposal delivered by Capita in Dec 2021. Currently being reviewed by SC before deciding whether to proceed
	MDM			Capita	Business requirement	H&EH, S&V, Mendip	Started		12/02/2021 - Quote has been received and is being reviewed by SC's 06/09/2021 - Re-designed proposal issued to PM and share with IT Lead. Several questions raised and shared with WW for comment. Responses to be provided by COP 10/09/2021 if possible. Delivery of this project will now be picked up by the MS365 Programme due to the dependencies. 7/3/22 Update - Depending on SC decision on whether to proceed with MS365 Split Tenancy. If SC decide not to proceed the the separate InTune proposal will need to be refreshed and wokred on as a discrete project
	ZFA			Capita	Business requirement	H&EH, S&V, Mendip	Started		12/02/2021 - Quotation has been provided (12/02) for review. 06/09/2021 - Project was placed on hold due to re-work required as a consequence of the MS 365 tenancy split. Due to the recent increase in cyber attacks a decision has been made by Councils to move this forward and implement as soon as possible. Project team has been stood up and will begin engagement activities within the next couple of weeks 7/3/22 Update - MFA project near completion. Expected to be complete by the end of March 2022.
	Offline Backup Solution		30/06/22	Capita	Business requirement	H&EH, S&V, Mendip	Design		7/3/22 - following guidance from NCSC SC require an offline back up solution for all Capita hosted applications/data. An initial proposal was produced in January 2022 that is dependent on the migration to Capita Azure (implementation dates and design yet to be delivered)).
	HEH - Move from Penns Place to new location		30/9/22 TBC	Capita/SC	Business requirement	HEH	Not started		7/3/22 SR raised with Capita and quote provided for engagement of technical resource to scope high level requirements. Initial meeting with HEH and PM being arranged for week commencing 14/3/22
	S&V - Move from Milton Park to new location		30/9/22 TBC	Capita/SC	Business requirement	S&V	Not started		7/3/22 - Initial call held between, Simon Turner, Parul Patel and Paul Merrick.SR raised with Capita by PM to explore options and set up initial scoping meeting

Part Three - Forward Look

Ref	Description	Milestones	Due Dates	Lead	Driver or Source	Councils Impacted
	Horizon Scanning - Innovation	Review with the customer their likely requirements and how these map to new innovation within the market place		Capita/Client	Standard Governance	All Councils - combination of individual plans to be brought together into overall SC Objective
		Impact of legislative change on the customer and IT Solutions		Capita/Client		
	IT Refresh	IT Refresh as per contract		Capita	Contractual Obligation	All Councils