



**Open Report on behalf of John Wickens,  
Assistant Director - IMT and Enterprise Architecture**

Report to:	<b>Overview and Scrutiny Management Board</b>
Date:	<b>17 March 2021</b>
Subject:	<b>Update on IMT Services – User Engagement and Project Portfolio</b>

**Summary:**

This report serves to inform the Board on the function and recent activities of the IMT User Engagement Team, and give a high-level view to show progress on highlighted projects being commissioned through IMT.

**Actions Required:**

The Board is requested to review and comment on the function and recent activities of the IMT User Engagement Team, and progress on highlighted projects currently being commissioned through IMT.

## **1. Background**

This report responds to a request for regular routine updates to the Overview and Scrutiny Management Board on all aspects of the Council's IMT function which, following agreement with the Chairman and Vice Chairman of the Board in late 2020, will be made sequentially on a quarterly basis over a 12 month period. The first of these reports was received by the Board at its December 2020 meeting. This is the second quarterly report, this time focusing on IMT User Engagement and the IMT Project Portfolio.

## **2. Conclusion**

The IMT Department has responded to the request of the Board to update it regularly on all aspects of the IMT function and on this occasion, this report serves to enable the Board to scrutinise two of them. Appendix A updates the Board for the first time on the function and recent activities of the IMT User Engagement Team. Appendix B serves as a further update to the Board on progress against highlighted projects currently being commissioned through IMT since its previous report in September 2020.

The Board will note that the IMT service has continued to respond to the requirements to support Lincolnshire County Council (LCC) staff and services in delivering through the Covid-19 situation. Whilst this has continued to impact some of the projects which were planned prior to the pandemic, the portfolio is returning to a more business as usual state.

**3. Consultation**

**a) Risks and Impact Analysis**

Not applicable.

**4. Appendices**

These are listed below and attached at the back of the report	
Appendix A	User Engagement
Appendix B	Project Portfolio

**5. Background Papers**

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

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## USER ENGAGEMENT

### Background

The purpose of this report is to introduce the User Engagement Team and its function, and to give an oversight into current activities.

### The User Engagement Team

The overarching purpose of the User Engagement Team is to own, manage and improve the relationship between the technical Information Management and Technology (IMT) service comprising of teams within both the Council and our outsourced service provider, and our colleagues across the Council.

The User Engagement Team involves two principal roles: Information and Communications Technology (ICT) Business Relationship Managers, and System Advisors.

#### *ICT Business Relationship Managers:*

At the heart of the IMT team there are currently the Business Relationship Managers (BRMs). Each Business Relationship Manager (BRM) has responsibility for supporting a designated Directorate(s) within the Council.

The focus of the team is currently being refined and the roles will soon be amended to better meet the needs of the Council today as it changes its priority to focus on transformation and future ways of working. The team will be rebranded and relaunched within the next three months as ICT Business Partners.

The key function of an ICT Business Relationship Manager is the management of the key relationships across the Council and with our key suppliers to represent our colleagues.

At all times the priority is to ensure that activities and outcomes are focussed on the needs and impact on our colleagues across the Council – a much needed role to support the technical teams, allowing their focus to remain on delivering complex change at speed.

The team manages stakeholder communications, expectations and any issues or reputational risks from activities performed by the IMT service regardless of origin. When things go wrong, whilst working alongside technical colleagues as they determine the corrective actions, the BRM team will manage issue resolution, and make sure that the right people are doing the right things to resolve the issues experienced by the business and

ensure that those actions are communicated effectively in the right language.

Furthermore, where systemic issues are experienced, the team will commission adaptations and changes to our ways of working to continually improve the way things are done, and to ensure that interruptions are minimised and technical changes are always considerate of wider colleagues across the Council.

In the future, the BRMs will take on more of an 'enabler' role to support Directorates and service areas, and to ensure that the team is working in partnership to meet Council's objectives and priorities. The future intention is for BRMs to attend senior management meetings across the Council to fully understand the ambitions of individual service areas and to advise on technical approaches that can support them. BRMs will influence the IT Strategy and roadmap of technical innovations to ensure alignment to the needs of service areas.

Where new technical solutions become available, BRMs will advise service areas on that availability and support them to enable adoption of any opportunities to exploit business benefit.

#### *System Advisors:*

As the pace of technology changed and transformation increased, it was noticeable that the IMT Department was not always able to ensure colleagues were up to date with how the changes could improve the way they work on a day-to-day basis.

Whilst IMT has established methods for reporting when things go wrong, or something new is needed, it was much harder to ask, 'How do I...?' or 'What is the best way to...?'. This is the principal aim of the "Enabling Service" concept.

In response to the above, a new team of ICT System Advisors has recently been established. This team facilitates increased digital literacy of Council staff in the use of key enterprise-wide applications (those which are used by more than one service area or are used Council-wide and operated by the IMT Department on behalf of all service areas).

The team maximises the benefits and investment in the new software tools that are being deployed. As an example, the Council is currently adopting Office/Microsoft 365, which is a complete collaboration platform that has a myriad of functions and capabilities, some of which could replace legacy niche applications and simplify how colleagues undertake day to day activities. By having expert advice available, the IMT Department can ensure that the opportunities are known and can provide personalised advice and assistance to get teams started on the journey to modernise their working practices.

### *Digital Champions:*

Beyond the IMT teams, the User Engagement Team has worked with the Transformation Programme to establish a network of Council wide colleagues to act as Digital Champions.

These Digital Champions understand the needs of the colleagues they represent and are, therefore, best placed to act as local advisors. As 'early adopters' of new technology, the Digital Champions can rapidly determine how the tools will best serve their teams and can also help the IMT service to support change.

The ICT Business Relationship Managers, ICT System Advisors and change projects all liaise with the Digital Champion network to develop their knowledge and skills and gain 'on the ground' feedback and advice that helps the overall IMT service work effectively to the benefit of LCC colleagues.

### Recent Activities

The move from office to remote working has had a dramatic impact on colleagues across the Council.

Whilst previously there were pockets of staff 'agile working' and some services already operating remotely, the wholesale move to 'at home' working demonstrated several issues with our IT services that were exacerbated by the scale of sudden change.

Our remote working technology that enables 'work from anywhere' needed to be upgraded, and in many cases the move from legacy to new solutions was complicated. Some of this was caused by the users' own broadband facilities, but also due to the complexity and diversity of the solutions in place within service areas. The BRM team has co-ordinated the movement to new technologies and escalated and managed the issues for those that have not been able to work as productively as expected, the aim being to ensure the business impact is brought to the centre of work planning in our technical teams.

The Council is also adopting new software tools which will facilitate remote collaboration and working. There is a diverse workforce at the Council and needs and digital skills vary considerably. The ICT System Advisors have led on promoting the best use for the new software and provided support for those that have needed it. This work continues and assistance solutions to enable staff to use the new tools effectively have been identified and are being commissioned.

The changes to the way the organisation is working, alongside the changes to the expectations of colleagues as to how the IMT team needs to respond and support, have been taken into consideration as the "Enabling Service" is brought into operation. The IMT Department is confident that the new approach that has been adopted to support colleagues will enable the User Engagement Team to be an enabler for future digital transformation and to be a trusted partner to the service areas.

## Performance

The User Engagement Team handled approximately 512 escalations between 1 January and 31 December 2020. These escalations were either calls that needed a quicker resolution or required a different solution which was progressed by raising the issues both internally with IMT Technical Architects (TAs) and Serco technical teams.

The System Advisor team dealt with over 263 queries relating to Microsoft Teams in the last three months.

The Business Relationship Managers dealt with over 221 general IT enquiries in the last three months.

These counts do not include all proactive work and meetings but were the incoming requests for engagement.

During the work to replace our Intranet we plan to test if we can get LCC users to engage in a Customer Satisfaction Capture process which would enable the Board to evaluate the effectiveness of the internal IMT User Engagement Team.

For context, the statistics for Serco's Support Desk during 2020 were as follows:

<b>Period 1 January – 31 December 2020</b>	
Total incidents raised	36,747
Total service requests raised	24,615
VIP incidents raised	303
VIP service requests raised	233

## PROJECT PORTFOLIO

**Key IMT-related projects being undertaken by Serco and other third-party suppliers.**

### 1. Glossary/ Abbreviations

<b>Glossary:</b>
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IMT	Information Management and Technology
MDT	A ruggedised computer system mounted on nearly all front line response vehicles i.e. Fire Engines, Command Support Units, Training Appliances, Specialist Vehicles and Kitted Spares, which has touchscreen capabilities and usually has a printer attached.
Network	A computer network, or data network, is a digital telecommunications network which allows nodes to share resources. In computer networks, computing devices exchange data with each other using connections (data links) between nodes. These data links are established over cable media such as wires or optic cables, or wireless media such as Wi-Fi.
PSN	Public Services Network
RAG	Red, Amber, Green. Status applied to assess the 'health' of delivery against Time.
Resilience	The ability for systems to remain operational when failure occurs
Security	The degree to which systems and data are resistant to unauthorised access
WAN	A wide area network is a telecommunications network or computer network that extends over a large geographical distance/place. Wide area networks are often established with leased telecommunication circuits. Business, education and government entities use wide area networks to relay data to staff, students, clients, buyers, and suppliers from various locations across the world
WAP	Wireless Access Point, supporting wireless network connectivity.

### 2. Background

In the past, the IMT report has provided to the Board a high-level view on a number of highlighted projects, providing dashboard information as a snapshot in time. This report aims to repeat the exercise to show progress of highlighted projects being commissioned through IMT.

### 3. Summary of Performance and RAG Status

In the period since the last report, Serco has achieved the following for the IMT\_KPI\_11 (% of milestones achieved each month) score. The target is >85%.

KPI Reporting Month	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-20
Actual Month	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
	100%	87.5%	100%	100%	100%	100%

### 4. Red/Amber Status – Path to Green Summary

The following table shows the summary of the project next milestones RAG status for this month (and the previous reporting periods for comparison):

	Nov 2018	March 2019	Aug 2019	Nov 2019	Mar 2020	Sept 2020	Mar 2021
<b>Red</b>	2	1	0	1	1	1	2
<b>Amber</b>	8	6	7	2	3	3	2
<b>Green/Complete</b>	10	13	13	17	16	11	13



A summary of the projects which have a red or amber status are listed below.

Project Ref and Name	Path to Green	Impact
IMT-117-2004 Telephony Enablement	Red - Path to Green: Review of project in progress and revised plan to be baselined	Very limited contingency before the current platform no longer has vendor support in Oct 21. This is required as a Platinum Service.
IMT-427-1903 MDT Refresh	Red - Path to Green: Re-baseline of the plan subject to the discussion with the third party	Due to the passage of time, it is key that the requirements of the service are revisited and explored with the supplier to ensure that the project delivers to meet the LFR service needs now.
IMT-345 PSN Compliance	Amber - Path to Green: Ensure all legacy applications have a plan to either retire, remediate or replace.	Applications continue to be reviewed in terms of their risk and impact. Options for replacing legacy applications are increasing as new technology and low code/no code development technology is introduced through the Microsoft 365 and Azure technologies.
IMT-329 Office 365 Configuration	Amber - Path to Green: To ensure that end users have re-enrolled their mobile devices to the Microsoft Device Management	The activities to bring the project back to green are to ensure that staff are able to maximise the seamless working between their mobile phone and laptop/tablet devices, and to ensure that no staff are left behind on the legacy solution.

## 5. Project Dashboards

<b>Project ID</b>	IMT-117-2004		<b>Project Sponsor</b>	Chris Jugg
<b>Project Name</b>	Telephony Enablement		<b>Project Manager</b>	David Betts
<b>Project Status</b>	In Progress		<b>Forecast Project Closure Date</b>	29 March 2021
<b>Project Summary</b>	The purpose of the Avaya upgrade project is to upgrade the LCC Avaya fixed corporate & CSC telephone system software.			
<b>Business Benefit</b>	Mitigate significant business risk due to the existing version having reached its end of support life. To update the current system software and provide additional features for the CSC and to address a number of bugs with the old version. To extend the operating life for the sunk investment in Avaya telephone hardware for a number of years allowing the market for light infrastructure cloud-based telephony to mature.			
<b>Citizen Outcome</b>	Call centre leveraged new and improved features to optimise and streamline the call handling service.			
<b>Position update</b>	The project is currently awaiting re-baselining once the Retain expansion completion dates are finalised, due to a dependency on some of the infrastructure being provided by that project. An updated HLD incorporating the changes to the design required by the Retain expansion is complete and a LDD is now in review.			
<b>Next Milestone Name</b>	<b>Milestone Baseline Delivery Date</b>	<b>Forecast/Actual Delivery Date</b>	<b>RAG Status and Commentary</b>	
Finalise Project Plan and submit baseline dates	03 April 2020	03 April 2020	Red - Path to Green: Review of project in progress and revised plan to be baselined	

<b>Project ID</b>	IMT-427-1903		<b>Project Sponsor</b>	Matt King
<b>Project Name</b>	<b>MDT Refresh</b>		<b>Project Manager</b>	David Betts
<b>Project Status</b>	In Progress		<b>Forecast Project Closure Date</b>	28 January 2021
<b>Project Summary</b>	To have a fully functional MDT solution that meets the needs of LFR. (A Mobile Data Terminal (MDT) is a ruggedised computer system mounted on nearly all front line response vehicles i.e. Fire Engines, Command Support Units, Training Appliances, Specialist Vehicles and Kitted Spares, which has touchscreen capabilities and usually has a printer attached.)			
<b>Business Benefit</b>	Fire crews have information on hand that they need when attending an incident. Devices will be portable and used at the scene of an incident.  Enhanced solution would potentially assist with not needing a second device for home visits.			
<b>Citizen Outcome</b>	LFR more efficient, information on hand, providing better service to the public.			
<b>Position update</b>	During the final build for UAT (15/01/2021), connectivity issues on the laptop were identified that needed to be resolved prior to handover to LFR for testing. These are being remediated to enable LFR to undertake their testing. A project review workshop was held on 26/01/2021 to review the progress and agree the way forward. A further meeting with Telent is to be held on 29/01/2021.			
<b>Next Milestone Name</b>	<b>Milestone Baseline Delivery Date</b>	<b>Forecast/Actual Delivery Date</b>	<b>RAG Status and Commentary</b>	
Project Completion	TBC	TBC	Red - Path to Green: Rebaseline of the plan subject to the discussion with the third party	

<b>Project ID</b>	IMT-345		<b>Project Sponsor</b>	John Wickens
<b>Project Name</b>	<b>PSN Compliance</b>		<b>Project Manager</b>	Claire Wickens
<b>Project Status</b>	In Progress		<b>Forecast Project Closure Date</b>	30 June 2021
<b>Project Summary</b>	This project coordinates a number of remediation projects to remove legacy server operating systems. The removal of these legacy operating systems is a prerequisite to regaining PSN compliance. Anything 2003 and older is an automatic non-compliance.			
<b>Business Benefit</b>	LCC regain PSN compliance.			
<b>Citizen Outcome</b>	Indirect			
<b>Position update</b>	57% of the servers are turned off/decommissioned, application centric reporting has been developed to support with planning application remediation activities.			
<b>Next Milestone Name</b>	<b>Milestone Baseline Delivery Date</b>	<b>Forecast/Actual Delivery Date</b>	<b>RAG Status and Commentary</b>	
Project Closure	31 August 2021	31 August 2021	Amber - Path to Green: Ensure all legacy applications have a plan to either retire, remediate or replace.	

<b>Project ID</b>	IMT-329		<b>Project Sponsor</b>	Darren Peatfield
<b>Project Name</b>	<b>Office 365 Configuration</b>		<b>Project Manager</b>	Claire Wickens
<b>Project Status</b>	In Progress		<b>Forecast Project Closure Date</b>	29 March 2021
<b>Project Summary</b>	Migration to Office 365, which is a cloud-based subscription service that brings together the best tools for the way people work today. By combining best-in-class apps with powerful cloud services, Office 365 lets anyone create and collaborate anywhere on any device.			
<b>Business Benefit</b>	To modernise the LCC estate to enable the features available through Microsoft 365 to be exploited. Provide performance improvements to the email system. To enable mobile devices (including mobile phones) to be moved from Airwatch to Microsoft Device Management.			
<b>Citizen Outcome</b>	Indirect			
<b>Position update</b>	Email migration for LCC staff (excluding LFR) is nearing completion. LFR mailboxes will be managed through a dedicated project to support LFR in migrating to the LCC domain. End users have been requested to enrol their mobile phones into the Microsoft Device Management. A follow up to ensure that all staff have followed this guidance is planned.			
<b>Next Milestone Name</b>	<b>Milestone Baseline Delivery Date</b>	<b>Forecast/Actual Delivery Date</b>	<b>RAG Status and Commentary</b>	
All user email migrated to O365 and LCC mobile devices migrated to Intune	05 March 2021	05 March 2021	Amber - Path to Green: To ensure that end users have re-enrolled their mobile devices to the Microsoft Device Management	

<b>Project ID</b>	IMT-289		<b>Project Sponsor</b>	Helen Tooley
<b>Project Name</b>	LFR HQ move to Nettleham		<b>Project Manager</b>	Sarah Bojko
<b>Project Status</b>	In Progress		<b>Forecast Project Closure Date</b>	01 April 2021
<b>Project Summary</b>	LFR Control room moved to Nettleham and fully tested with all services live and working as expected.			
<b>Business Benefit</b>	To support LFR in realising their strategic plans for relocation.			
<b>Citizen Outcome</b>	Indirect			
<b>Position update</b>	Additional project tasks to automate the current manual replication of the Vision 4 database have been brought into the project scope through Change Control.			
<b>Next Milestone Name</b>	<b>Milestone Baseline Delivery Date</b>	<b>Forecast/Actual Delivery Date</b>	<b>RAG Status and Commentary</b>	
Project Closure	01 April 2021	01 April 2021	Green - On Track	

<b>Project ID</b>	IMT-462-1912		<b>Project Sponsor</b>	Andrew Jordan
<b>Project Name</b>	<b>SEATs Contracts/Tendering Software</b>		<b>Project Manager</b>	Georgios Kormazos
<b>Project Status</b>	In Progress		<b>Forecast Project Closure Date</b>	22 July 2021
<b>Project Summary</b>	<p>The SEATS software and contracts and Tendering software are used to manage Public Passenger Transport, Adults, Social Care and Home to School Transport arrangements.</p> <p>The IT architecture supporting these applications is unsupported and the application functionality no longer meets the demands and requirements of the Transport service. The applications are actively causing the service issues in performing their duties.</p>			
<b>Business Benefit</b>	To provide a more user friendly, integrated solution, which has better support.			
<b>Citizen Outcome</b>	<ul style="list-style-type: none"> <li>- Stable and resilient IT service for the Home to School, Public/Social Care/Adults Transport teams /services</li> <li>- Improved efficiency and reliability of processing Home to School, Public/Social Care/Adults transport arrangements</li> <li>- Removal of security and public services threats posed by aged software platforms</li> </ul>			
<b>Position update</b>	<p>The Seats and Contracts &amp; Tendering replacement application, MTC, has been deployed to test users within transport services.</p> <p>The performance issues identified by both the vendor, DDS Wireless and the LCC application champion have been investigated and remediated. The system is due to go live by the end of February 2021.</p>			
<b>Next Milestone Name</b>	<b>Milestone Baseline Delivery Date</b>	<b>Forecast/Actual Delivery Date</b>	<b>RAG Status and Commentary</b>	
SEATs Replacement Go Live	01 March 2021	01 March 2021	Green - On Track	

<b>Project ID</b>	IMT-274		<b>Project Sponsor</b>	Chris Jugg
<b>Project Name</b>	<b>Lincoln Retained Infrastructure</b>		<b>Project Manager</b>	Gil Crisp
<b>Project Status</b>	In Progress		<b>Forecast Project Closure Date</b>	29 March 2021
<b>Project Summary</b>	Refresh of technical infrastructure within Orchard House/Lancaster House data centres for those services not migrated to SunGard Data Centres (for reasons such as latency, resilience against WAN issues, local internet breakout, optimisation of WAN traffic shape).			
<b>Business Benefit</b>	Mitigate significant business risk. To provide a more robust, efficient technical infrastructure to support LCC service areas in delivering their services.			
<b>Citizen Outcome</b>	Uplift in security in the Council's network to ensure privacy etc is maintained. Improved uptime for citizen facing web applications.			
<b>Position update</b>	<p>The project is progressing on plan. The new backup solution has been built which offers significant performance improvements over the old platform. In addition, a critical element of work to safeguard data on the old storage solution has been completed.</p> <p>The next stage of the project involves the split of the Retained infrastructure between two Orchard House and Lancaster House, which will be undertaken once the Lancaster House power provision has been adapted by LCC Corporate Property.</p> <p>The project scope has been increased to incorporate provision of a new corporate database solution.</p>			
<b>Next Milestone Name</b>	<b>Milestone Baseline Delivery Date</b>	<b>Forecast/Actual Delivery Date</b>	<b>RAG Status and Commentary</b>	
Project Closure	29 March 2021	29 March 2021	Green - On Track	



<b>Project ID</b>	IMT-418-1902		<b>Project Sponsor</b>	Chris Jugg
<b>Project Name</b>	Azure		<b>Project Manager</b>	David Betts
<b>Project Status</b>	In Progress		<b>Forecast Project Closure Date</b>	31 May 2021
<b>Project Summary</b>	The extension of the Serco contract was progressed upon the assumption that there would be a migration from the Sungard ITUS & ECS environments to Microsoft Azure hosting for many of LCC's application services.			
<b>Business Benefit</b>	A business case has indicated significant savings to the Council in migrating to the Azure environment.			
<b>Citizen Outcome</b>	Indirect			
<b>Position update</b>	Phase 3 PID currently in review, and due for sign off to enable the project plan to be baselined before the end of February			
<b>Next Milestone Name</b>	<b>Milestone Baseline Delivery Date</b>	<b>Forecast/Actual Delivery Date</b>	<b>RAG Status and Commentary</b>	
PID Agreed	1 March 2021	1 March 2021	Green – On Track	

<b>Project ID</b>	IMT-425-1903		<b>Project Sponsor</b>	Donna Fryer
<b>Project Name</b>	<b>Office 365 Business Change</b>		<b>Project Manager</b>	Donna Fryer
<b>Project Status</b>	In Progress		<b>Forecast Project Closure Date</b>	30 April 2021
<b>Project Summary</b>	This project is to manage and monitor the business change activities for Office 365, ensuring that the staff are engaged and ready for the technical deployment of Office 365.			
<b>Business Benefit</b>	Enables the business to drive the Office 365 deployment to meet business requirements set by the business. Ensures buy in and thus take up of the new technologies made available, maximising the return on the investment.			
<b>Citizen Outcome</b>	Enables technology which can automate processes thus streamlining processing times for enquiries, and also freeing up staff time to raise productivity.			
<b>Position update</b>	The project is currently supporting the release of the Microsoft Office 365 web applications and is working towards the embedding and increasing adoption of the features found in the Office 365 suite.			
<b>Next Milestone Name</b>	<b>Milestone Baseline Delivery Date</b>	<b>Forecast/Actual Delivery Date</b>	<b>RAG Status and Commentary</b>	
Project Closure	30 April 2021	30 April 2021	Green - On Track	

<b>Project ID</b>	IMT-452-1909		<b>Project Sponsor</b>	John Wickens
<b>Project Name</b>	<b>Web Streaming Council Chamber</b>		<b>Project Manager</b>	Sarah Bojko
<b>Project Status</b>	In Progress		<b>Forecast Project Closure Date</b>	02 April 2021
<b>Project Summary</b>	Replacement of the Council Chamber Web Streaming solution to replace an obsolete system.			
<b>Business Benefit</b>	<ul style="list-style-type: none"> <li>- Ensure continued transparency of political process</li> <li>- Promote an understanding of Local Politics</li> </ul>			
<b>Citizen Outcome</b>	Insight into local politics and the policies it brings into being. Visibility on issues of interest.			
<b>Position update</b>	The Televic Flex solution has been successfully installed in the LCC council chamber by third party provider, Sound Advice Audio Visual (SAAV). UAT was completed with some minor outstanding configuration tasks, now completed by SAAV. Training for the new system will be delivered once Lockdown restrictions allow.			
<b>Next Milestone Name</b>	<b>Milestone Baseline Delivery Date</b>	<b>Forecast/Actual Delivery Date</b>	<b>RAG Status and Commentary</b>	
Project Closure	31 July 2021	31 July 2021	Green – On Track	

<b>Project ID</b>	IMT-465-2001		<b>Project Sponsor</b>	Wendy Lanes
<b>Project Name</b>	<b>Boston Fire Station IT Support</b>		<b>Project Manager</b>	Gil Crisp
<b>Project Status</b>	Complete		<b>Forecast Project Closure Date</b>	29 January 2021
<b>Project Summary</b>	IT engagement and support to facilitate the structural work to be undertaken by Corporate Property contractors at Boston LFRS site. Additionally, installation of the LCC network via a WAP in one portacabin onsite.			
<b>Business Benefit</b>	Physically protect IT resources connected to the Boston LFRS network, and maintain operational activities at Boston Fire station.			
<b>Citizen Outcome</b>	Continued operations at Boston Fire Station.			
<b>Position update</b>	Project completed.			
<b>Next Milestone Name</b>	<b>Milestone Baseline Delivery Date</b>	<b>Forecast/Actual Delivery Date</b>	<b>RAG Status and Commentary</b>	
Closure Date	30 November 2020	30 November 2020	Green - Project Complete	

<b>Project ID</b>	IMT-480-2002		<b>Project Sponsor</b>	Andrew Jordan
<b>Project Name</b>	LCC Mobile Phone SSID		<b>Project Manager</b>	Claire Wickens
<b>Project Status</b>	In Progress		<b>Forecast Project Closure Date</b>	31 May 2021
<b>Project Summary</b>	This project will provide a dedicated WiFi SSID for LCC Corporate phones and Non-Windows tablets. Additionally the project will provision Gov.wifi and Gov.roam WiFi services to County Council employees. These will be made available at all County Council sites for use by partner organisations.			
<b>Business Benefit</b>	A supported and future proof Wireless infrastructure capable of supporting LCC staff and partner organisations at all sites. An updated toolset for improved Wireless troubleshooting.			
<b>Citizen Outcome</b>	LCC's network remains flexible to support LCC staff and partner organisations providing public services at the affected sites. The WiFi infrastructure is also available to provide WiFi and government based Wireless networks to visitors at all WiFi capable sites.			
<b>Position update</b>	The dedicated SSID for corporate mobile phones and non-windows devices has been successfully tested and has gone live to support the O365 mail migration, ensuring users have a better experience providing better network connectivity when at a LCC site. The HLD for the addition works is in review.			
<b>Next Milestone Name</b>	<b>Milestone Baseline Delivery Date</b>	<b>Forecast/Actual Delivery Date</b>	<b>RAG Status and Commentary</b>	
Project Closure	31 May 2021	31 May 2021	Green - On Track	

<b>Project ID</b>	IMT-482-2003		<b>Project Sponsor</b>	John Wickens
<b>Project Name</b>	<b>Device Pool Readiness</b>		<b>Project Manager</b>	Dominic Jones
<b>Project Status</b>	Complete		<b>Forecast Project Closure Date</b>	10 November 2020
<b>Project Summary</b>	To build laptops to provide a pool in response to the BCP potential requirements arising from the Coronavirus situation.			
<b>Business Benefit</b>	To ensure business continuity across LCC where additional laptops are required.			
<b>Citizen Outcome</b>	To keep key critical services operational in terms of their IT.			
<b>Position update</b>	This project was set up in response to the emerging Covid-19 situation, and had been working to ensure that staff have been able to work from home, and where appropriate kit has been able to quickly be swapped out to resolve issues. Due to the demand normalising this project was closed early.			
<b>Next Milestone Name</b>	<b>Milestone Baseline Delivery Date</b>	<b>Forecast/Actual Delivery Date</b>	<b>RAG Status and Commentary</b>	
Closure Date	10 November 2020	09 September 2020	Green - Project Complete	

<b>Project ID</b>	IMT-493-2007		<b>Project Sponsor</b>	Sue Cline
<b>Project Name</b>	<b>Microsoft Enterprise Gateway</b>		<b>Project Manager</b>	Georgios Kormazos
<b>Project Status</b>	In Progress		<b>Forecast Project Closure Date</b>	14 May 2021
<b>Project Summary</b>	To implement a Microsoft On-premise data gateway This will allow Azure based services such as Logic Apps, Power Apps and Power Automate etc, once configured, read / write access to on premise data resources as required by LCC. LCC needs a method of bridging its Microsoft O365 / Azure hosted services and the LCC on premise network. Allowing it to manage requests from O365 / Azure services to access LCC on premise data sources.			
<b>Business Benefit</b>	To enable LCC to fully utilise the benefits of the O365 / Azure suite of tools, allowing access to data sources on premise.			
<b>Citizen Outcome</b>	Better value LCC services, reducing manual intervention and increasing automation of processes			
<b>Position update</b>	The HLD has been produced and is currently in review.			
<b>Next Milestone Name</b>	<b>Milestone Baseline Delivery Date</b>	<b>Forecast/Actual Delivery Date</b>	<b>RAG Status and Commentary</b>	
Build Prerequisites Complete	9 April 2021	9 April 2021	Green – On Track	

<b>Project ID</b>	IMT-502-2008		<b>Project Sponsor</b>	Andrew Jordan
<b>Project Name</b>	<b>AoVPN</b>		<b>Project Manager</b>	Dominic Jones
<b>Project Status</b>	In Progress		<b>Forecast Project Closure Date</b>	29 March 2021
<b>Project Summary</b>	To provide LCC staff with reliable connectivity to support their working remotely. The project will investigate and remediate issues, and ensure that all staff are connected effectively.			
<b>Business Benefit</b>	Staff able to work as effectively off site as they could whilst in a LCC building.			
<b>Citizen Outcome</b>	Indirect			
<b>Position update</b>	Significant work has taken place to troubleshoot issues seen by staff with connections dropping. Updated profiles have been created, and staff have been remediated to move them to the new profiles. The network infrastructure has also been reviewed and improvements made.			
<b>Next Milestone Name</b>	<b>Milestone Baseline Delivery Date</b>	<b>Forecast/Actual Delivery Date</b>	<b>RAG Status and Commentary</b>	
Closure Date	09 March 2021	09 March 2021	Green - On Track	



<b>Project ID</b>	IMT-512-2012		<b>Project Sponsor</b>	Donna Fryer
<b>Project Name</b>	<b>Modern Desktop Management</b>		<b>Project Manager</b>	Dominic Jones
<b>Project Status</b>	Initiation		<b>Forecast Project Closure Date</b>	31 July 2021
<b>Project Summary</b>	To implement modern desktop management across the LCC estate, removing the reliance for on premise access for updates, and to improve supportability for remote working devices.			
<b>Business Benefit</b>	Staff able to work wherever they have a connection to the internet. Increased security with updates being proactively pushed direct from Microsoft and other key vendors.			
<b>Citizen Outcome</b>	Indirect			
<b>Position update</b>	The project follows a proof of concept undertaken late 2020, and incorporates the key lessons learned from that proof of concept in the design of the approach. The commercial proposal is being reviewed and the inaugural project board was held on 24 February 2021 to formally stand up this project.			
<b>Next Milestone Name</b>	<b>Milestone Baseline Delivery Date</b>	<b>Forecast/Actual Delivery Date</b>	<b>RAG Status and Commentary</b>	
Baseline dates to be issued to client	01 March 2021	01 March 2021	Green - On Track	

<b>Project ID</b>	IMT-390-1810		<b>Project Sponsor</b>	Andrea Bowes
<b>Project Name</b>	<b>Corporate Website</b>		<b>Project Manager</b>	Jay Parkin
<b>Project Status</b>	Initiation		<b>Forecast Project Closure Date</b>	31 July 2021
<b>Project Summary</b>	<p>Replacement Digital platform that is regularly updated and supported allowing LCC to remove unsupported and end of life technology. It will support improved engagement with citizens and businesses across Lincolnshire. The new Digital platform provides LCC with the capability to host multiple websites, portals and online transactions, it also provides the capability for Citizens and businesses to interact with the Council through an online account function.</p> <p>The Digital Platform includes the capability to build workflows that assigns tasks from online transactions to the appropriate teams for completion and provides updates and communication to the citizen / Business as and where necessary.</p>			
<b>Business Benefit</b>	<p>Modern up to date and supported Digital Platform that allows LCC to remove unsupported and end of life technology.</p> <p>Improved communication and interaction with Citizens and businesses providing a single online location to communicate and interact with the Council. Ability to Self Serve and manage communications and interactions online.</p>			
<b>Citizen Outcome</b>	<p>Improved communication and interaction with the Council providing them with a single online location to communicate and interact with the Council. Ability to Self Serve and manage communications and interactions online.</p>			
<b>Position update</b>	<p>The new intranet went live on Tuesday 16<sup>th</sup> January 2021. All LCC browser homepages have been set to the new corporate site. Initial feedback for the site has been very well received with over 3,000 individual site visits in the first 4 days. Changes to the site(s) have been made, where appropriate, based on the feedback. Solutions for gaps in content have been identified, and these solutions are being implemented.</p>			
<b>Next Milestone Name</b>	<b>Milestone Baseline Delivery Date</b>	<b>Forecast/Actual Delivery Date</b>	<b>RAG Status and Commentary</b>	
Implement identified solutions	31 March 2021	31 March 2021	Green - On Track	

## **6. Conclusion**

Since the last report to the Board in September 2020, the IMT service has continued to respond to the requirements to support LCC staff and services in delivering through the Covid-19 situation. Whilst this has continued to impact some of the projects which were planned prior to the pandemic, the portfolio is returning to a more business as usual state.

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