Lincolnshire
COUNTY COUNCIL
Working for a better future

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

Report to:	**Overview and Scrutiny Management Board**
Date:	**24 March 2022**
Subject:	**Update on IMT Services – User Engagement and Project Portfolio**

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 provides an update to the Overview and Scrutiny Management Board regarding the function and recent activities of the IMT User Engagement Team, and a high-level view on a number of key projects, providing dashboard information as a snapshot in time. This report aims to repeat the exercise undertaken for previous meetings of the Board, most recently September 2021, to show progress of highlighted projects being commissioned through IMT.

2. Conclusion

The IMT Department has responded to the request of the Board to update it 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 on the function and recent activities of the IMT User Engagement Team, last reported in March 2021. 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 2021.

3. Consultation

a) Risks and Impact Analysis

The service is carrying a number of vacancies which is exasperating the effect of uplift in demand. Recruitment environment remains challenging particularly for technical skills.

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.

This report was written by Allison Kapethanasis, Head of Service Delivery and User Engagement, and Donna Fryer, IMT Head of Portfolio and Resources, who can be contacted on 01522 554926. Alternatively, via e-mail to allison.kapethanasis@lincolnshire.gov.uk and donna.fryer@lincolnshire.gov.uk respectively.

User Engagement and Service Delivery Team – IT Business Partners, IT Systems Advisors, Contract and Vendor Management Officer

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 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 amount of connectivity issues has dropped from 40 calls per day to 15 on average.

The User Engagement team managed approx. 774 Escalations from 01/01/2021 to 01/01/2022. These escalations are either calls that need a quicker resolution or require a different solution which is discussed internally with Lincolnshire County Council (LCC) IMT and Serco technical teams. The volume has been higher than previous years due to the MDM (Modern Desktop Management) migration as well as the sustained increase in tickets for users working remotely.

Projects Commissioned by the Engagement team during 2021 - Total: 40

> Children's: 3, Heritage: 1, Finances: 1, Adult's: 1, IMT: 10, LFR (Lincolnshire Fire and Rescue): 1, Place: 8, Property: 9, Registrars: 1, Transformation: 5

New software requests received – Total: 66

Freshservice (Internal call logging system) tickets raised: 760

Number of SharePoint Comms sites created: 26

Number of IMT Newsletters issued: 12 (monthly) - providing updates to LCC staff about what IMT and Serco are working on, how to get the most out of your IT.

Communications issued: 51

Supported the Smarter Working Programme in defining the way our Managed workspaces are to be set up and the implementation of Teams Room technology in meeting rooms.

Supported the Coroners services to enable them to open Hybrid courtrooms in LCC premises, utilising appropriate technology.

Supporting the central learning service to allow them to be able to provision exams with some standalone devices located within county offices.

Supported various business areas with the procurement or re-procurement of software solutions required to enable their business to continue operations; eg HR learning management system and applicant tracking system; Stopford Registrars solution, Places' ProjectWise, Genopro.

Procurement of devices to support digitalisation in Children's Centres.

Starter, Movers and Leavers process conception and business analysis, have handed over to Transformation project team to take forward.

Digitalisation within the Matrix transportation team. Passenger transport allocation form is now live and has been adopted as the main process.

AMHP (Adult Mental Health Practitioner) service implementation. Supported Head of Safeguarding with IMT policies and procedures while in the implementation phase of bringing in a new 24/7 service for AMHP across Greater Lincolnshire.

Country management equipment looked into the devices that are available within the authority, that will allow the service to function more efficiently. We have scoped out 20 Surface Tablets that served the teams requirements while working in the field.

Digitalisation within Children's centres, advice on equipment to assist in moving away from paper processes.

Creation of the IMT Intranet site.

Development of the 365 Champions Network, providing support and information to the network via a dedicated Teams Channel to be disseminated amongst their teams and service areas. Information examples are a weekly Microsoft 365 Tips and Tricks, 365 application resources, Lunch and Learn sessions and promotion of Microsoft learning events.

Assisting with the setup of the Influencer network, working closely with Transformation and assisting on events for Influencers run by Transformation.

<u>Vendor and Software</u>

- Cost savings/avoidance FY 2020/21 - £281,014
- Cost savings/avoidance FY 2021/22 to date - £504,795 (£264,795 excluding £240,000 legacy SAP support)
- Live contracts - 145
    - 53 IMT contracts directly managed
    - 34 Serco contracts under management
    - 58 line of business contracts various levels of assistance/oversight
- New contracts commenced FY 2020/21 - 30 (LCC and Serco)
- New contracts commenced FY 2021/22 to date - 10 (LCC and Serco)

- Experian QAS - contract cancelled and replaced by GBG Loqate - annual saving £22,912
- UK Cloud VMWare contract - cost avoidance = £70,000 compared with purchasing direct from VMWare
- Trend Micro deep security in the cloud - cost avoidance approx. £100,000 compared with purchasing Microsoft extended support for W2003 and W2008
- Spherica AAA Active identity server, insisted Serco review usage; annual cost reduced by £13,900 in 20/21, then a further £9,145 in 21/22
- Citrix Zenapp, insisted Serco review usage; annual cost reduced by £30,013 in 21/22
- Zscaler, quotes were priced in $US. Used exchange rate fluctuations to reduce the original quote by £15,319
- Avaya license reharvesting project. Reduced the number of licenses by approx. 900. Due to Vodafone/Avaya's opaque pricing model the value cannot be quantified. The August renewal will be using Avaya's new pricing model which will provide visibility of the cost per user/number

Procurement of Nulia Works Platform to support the LCC user community in using and developing skills within 365

Nulia Works is a digital enablement platform designed to meet organisational challenges of adopting and embedding sustainable behavioural change in the use of new Microsoft 365 tools and applications.

Through data insights, Nulia understands how each user is interacting with the Microsoft 365 applications, features and functions and delivers through machine learning a personalised guided experience of next steps, recommendations, and prompts when using the software where there may be better ways of undertaking activities and to highlight features the user has not used before.

Furthermore, instant-access training is available to every user based on their depth of knowledge, and the frequency of use and each user can achieve the digital maturity level that is right for them for any given Skill or Outcome. Nulia Works has a variety of training materials which are made available including: pdfs, images, infographics, videos, and audio, through either the Nulia web portal or a Teams integrated app; these resources accompany every activity in the platform. There are also 20 Microsoft application 'how to' guides that can be access via Nulia Works. These resources are ideally placed to guide users new to a specific application or as an aid when carrying out infrequent tasks.

The roll out of Nulia Works across the Council took place week commencing 17 January 2022 to those users who have completed their MDM migration. Currently there are 3726 users across the Council with a Nulia Works license with additional users being added each week as their MDM migration is completed. The launch of Nulia Works is yet to be planned for members of LFR, Legal and Emergency Planning and will take place in line with their planned MDM migration once known.

Nulia Works has several reporting features that can assist in the identification of the adoption of Nulia Works and the Microsoft 365 applications, features, and functions through the attainment of Nulia Outcomes and Skills. It is worth noting that even if a user does not log into Nulia, reportable data is still available for each user as Nulia obtains data from the use of M365 once a Nulia license has been assigned.

Current statistics show that 33% of all license holders are active users within Nulia Works.

Of the initial outcomes assigned to users at the point of license allocation the following attainment has been achieved.

Getting started with office 365

24% - (925 license holders) achieved and maintaining this outcome
73% - (2722 license holders) between 50 – 99% towards achievement
3% - (79 license holders) between 0 - 49% towards achievement

Quick start for messaging in Teams

70% - (2629 license holders) achieved and maintaining this outcome
24% (907 license holders) between 50 – 99% towards achievement
6% - (190 license holders) between 0 - 49% towards achievement

Quick Start in Teams calling

63% - (2351 license holders) achieved and maintaining this outcome
33% - (1260 license holders) between 50 – 99% towards achievement
4% - (115 license holders) between 0 - 49% towards achievement

Quick Start for meetings in Teams

28% - (1039 license holders) achieved and maintaining this outcome
6% - (228 license holders) between 50 – 99% towards achievement
66% - (2459 license holders) between 0 - 49% towards achievement

Quick Start for Collaborating in OneDrive and SharePoint

23% - (839 license holders) achieved and maintaining this outcome
11% - (443 license holders) between 50 – 99% towards achievement
66% - (2444 license holders) between 0 - 49% towards achievement

Current Concerns:

Recruitment of IT staff
Retention of IT staff
Current resource shortage in IMT as well as Serco

Serco ticket volumes:

Total Incidents raised 01/01/2021 to 28/02/2022 = 36,821
Total Service Requests raised 01/01/2021 to 28/02/2022 = 24,979
VIP Incidents raised 01/01/2021 to 28/02/2022 = 294
VIP Service Requests raised 01/01/2021 to 28/02/2022 = 242

Project Portfolio

1. Summary of Performance for KPI-11 and RAG Status

The report reflects the project status based on Serco's responsibility. We intend to review this to reflect a wider corporate status in future reports.

For context, the table below provides the history of the KPI 11 indicator which is in place for monitoring Serco's performance in project delivery. They have achieved the following for the IMT_KPI_11 (% of milestones achieved each month) score. The target is >85%.

KPI Reporting Month	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-21	Feb-21
Actual Month	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-21
	87.5%	100%	85%	100%	100%	100%	100%

2. 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	Sept 2021	Mar 2022
Red	2	1	0	1	1	1	2	0	0
Amber	8	6	7	2	3	3	2	1	4
Green/Complete	10	13	13	17	16	11	12	16	12

Please note that milestone RAG ratings can be impacted by both internal and external factors, and is not a direct reflection on the performance of the outsourced providers.

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

Project Ref and Name	Path to Green	Impact
IMT-354 PSN Compliance	Amber - Path to Green: Project dependencies are being reviewed to ensure that the timescales for this project are in line with those implications.	The project is reviewing the dependencies on other projects to ensure that the plan is reviewed and as appropriate re-baselined through formal change control. However, progress on the Windows 2003 Cyber Security Risk continues to be made. Although Server numbers have only reduced marginally, we now approach being able to decommission platforms which contain high server counts in the coming months, if technical resource can be protected for this work.
IMT-117-2004 Telephony Enablement	Amber - Path to Green: Closely monitor the testing and assess the impact of any delays.	Recent testing in preparation for the upgrade to the Avaya Aura Contact Centre solution highlighted some issues which are being worked on to resolve, and also identified a feature which had not been included by Vodafone in their proposal for upgrade. The Call Back feature is a key component for LCC, and therefore is critical to be in place. New plan indicates technical readiness late April.
IMT-485-2003 Civica CRM Integration	Amber – Path to Green: Commence project closure.	This project was commissioned to support the implementation of the iCaseworker solution for Legal Services, and therefore with the decision to explore alternative options to better meet the needs of Legal Services, this project will be brought to a controlled close. The risks associated with the legacy system remain, and will be closely monitored through IMT-354 PSN Compliance.
IMT-527-2105 STAMP Replacement	Amber – Path to Green: Commence project closure.	This project was commissioned to support the implementation of a replacement solution commissioned through an alternative third-party provider. This solution has been reviewed against the business requirements by LCC, and a decision to explore alternative options to better meet the needs of parents/carers applying for school transport. This project is being brought to a controlled close. The risks associated with the legacy system remain, and will be closely monitored through IMT-354 PSN Compliance.

4. Project Dashboards

Project ID	IMT-345		Project Sponsor	John Wickens
Project Name	PSN Compliance		Project Manager	Claire Wickens
Project Status	In Progress		Forecast Project Closure Date	30 September 2022
Project Summary	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.			
Business Benefit	LCC regain PSN compliance.			
Citizen Outcome	Indirect			
Position update	57% of the servers are turned off/decommissioned. Slippages within projects dependent on Windows 2003 servers have impacted the expected end date for the project. These dependencies are being closely monitored to ensure that the impacts are understood.			
Next Milestone Name	Milestone Baseline Delivery Date	Forecast/Actual Delivery Date	RAG Status and Commentary	
Project Closure	30 September 2022	30 September 2022	AMBER - Path to Green: Project dependencies are being reviewed to ensure that the timescales for this project are in line with those implications.	

Project ID	IMT-117-2004	Project Sponsor	John Wickens
Project Name	**Telephony Enablement**	Project Manager	David Betts
Project Status	In Progress	Forecast Project Closure Date	03 June 2022
Project Summary	The purpose of the Avaya upgrade project is to upgrade the LCC Avaya fixed corporate & CSC telephone system software.		
Business Benefit	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.		
Citizen Outcome	Call centre leveraged new and improved features to optimise and streamline the call handling service.		
Position update	Testing in preparation for the pilot migration has identified some issues, but these are being managed and fixed. The testing will recommence once the fixes/configuration is ready to test the migration process. Sasola completed installation.		

Next Milestone Name	Milestone Baseline Delivery Date	Forecast/Actual Delivery Date	RAG Status and Commentary
LSPs deployed	26 February 2021	26 February 2021	Amber - Path to Green: Closely monitor the testing and assess the impact of any delays.

Project ID	IMT-485-2006	Project Sponsor	Miles Winterburn
Project Name	**Civica CRM Integration**	Project Manager	James Papaefthymiou
Project Status	In Progress	Forecast Project Closure Date	31 March 2022
Project Summary	To replace/upgrade the Norwell (Civica) system for Legal. Civica iCaseWorker has been implemented for HR and Business Support, and this solution is to be configured to manage Legal Services cases.		
Business Benefit	To remove the risk associated with the legacy system which is currently used by the service.		
Citizen Outcome	Indirect		
Position update	A review of the configuration of iCaseworker for Legal Services has been carried out and a decision has been taken to explore alternative options to ensure that the best solution is implemented to support the service. The project commissioned to Serco was to support the implementation of the iCaseworker solution, and therefore has moved into a controlled closure.		

Next Milestone Name	Milestone Baseline Delivery Date	Forecast/Actual Delivery Date	RAG Status and Commentary
Project Closure	31 March 2022	31 March 2022	Amber – Path to Green: Commence project closure.

Project ID	IMT-527-2105	Project Sponsor	Mark Rainey
Project Name	STAMP Replacement	Project Manager	Jo Marsden
Project Status	In Progress	Forecast Project Closure Date	31 March 2022

Project Summary	LCC has two potential options for transport eligibility administration systems, one within the Admissions Team (Synergy) and the other in the Transport Services Group (Mobisoft Transport Centre), but neither will provide the functionality currently available in the legacy STAMP application without further product development. The Transformation Programme commissioned Methods to undertake a School Admissions and Transport Service Discovery and Design Project to assess the options for moving forward the replacement of STAMP. The outcome of this work has led to the creation of this project to support the implementation of the resulting Methods design.
Business Benefit	• Stable and resilient system for the School Transport Team. • Improved efficiency and reliability of processing transport entitlements. • Removal of security and public services threats posed by aged software platforms.
Citizen Outcome	• More efficient process for the management of transport entitlement. • Citizen more aware of the process and their progress along it.
Position update	A review of the proposed solution for replacing STAMP has been carried out to ensure that the solution meets the service area requirements. This has resulted in a decision to explore alternative options to ensure that requirements are best met in relation to school transport applications from parents/carers. This project was commissioned to support the implementation of the solution that was reviewed, and therefore has moved into a controlled closure.

Next Milestone Name	Milestone Baseline Delivery Date	Forecast/Actual Delivery Date	RAG Status and Commentary
Project Closure	31 March 2022	31 March 2022	Amber – Path to Green: Commence project closure.

Project ID	IMT-289		Project Sponsor	Helen Tooley
Project Name	LFR HQ move to Nettleham		Project Manager	Sarah Bojko
Project Status	Complete		Forecast Project Closure Date	30 September 2021
Project Summary	LFR Control room moved to Nettleham and fully tested with all services live and working as expected.			
Business Benefit	To support LFR in realising their strategic plans for relocation.			
Citizen Outcome	Indirect			
Position update	Project completion certificate has been issued to the sponsor for formal closure.			
Next Milestone Name	Milestone Baseline Delivery Date	Forecast/Actual Delivery Date	RAG Status and Commentary	
Project Closure	30 September 2021	30 September 2021	Green - Project Complete	

Project ID	IMT-462-1912		Project Sponsor	Verity Druce
Project Name	**SEATs Contracts/Tendering Software**		Project Manager	Stephen Goldspink
Project Status	In Progress		Forecast Project Closure Date	25 March 2022
Project Summary	The SEATS software and Contracts and Tendering software are used to manage Public Passenger Transport, Adults, Social Care and Home to School Transport arrangements. 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.			
Business Benefit	To provide a more user friendly, integrated solution, which has better support.			
Citizen Outcome	• Stable and resilient IT service for the Home to School/Public/Social Care/Adults Transport teams/services • Improved efficiency and reliability of processing Home to School, Public/Social Care/Adults transport arrangements • Removal of security and public services threats posed by aged software platforms			

Position update	Decommissioning of the legacy Contracts and Tendering system is now in progress.		
Next Milestone Name	**Milestone Baseline Delivery Date**	**Forecast/Actual Delivery Date**	**RAG Status and Commentary**
Project Closure	25 March 2022	25 March 2022	Green - On Track

Project ID	IMT-329	Project Sponsor	Darren Peatfield
Project Name	**Office 365 Configuration**	**Project Manager**	Taome Crichton
Project Status	In Progress	**Forecast Project Closure Date**	30 April 2022
Project Summary	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.		
Business Benefit	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.		
Citizen Outcome	Indirect		
Position update	Project now completing the final shared mailbox and legacy email activities before moving into closure.		
Next Milestone Name	**Milestone Baseline Delivery Date**	**Forecast/Actual Delivery Date**	**RAG Status and Commentary**
Project closure	30 April 2022	30 April 2022	Green - On Track

Project ID	IMT-418-1902	Project Sponsor	Andrew Jordan
Project Name	Azure Phase 1/Phase 2	Project Manager	David Betts
Project Status	In Progress	Forecast Project Closure Date	18 March 2022

Project Summary	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. This project is that work which is funded by LCC. NB: Cost of ECS element should be funded from Transformation.
Business Benefit	To realise the savings from migrated to cloud hosting in Azure.
Citizen Outcome	Indirect
Position update	All of the migrations completed in December 2021 ahead of the end of the Sungard contract. The Programme is currently paused while the Azure Migration team are supporting the Income Manager Upgrade work that was raised in January 2022. Upon resumption, the Programme will finalise transition activities and Programme closure activities including Business Case review, lessons learned and closure documentation.

Next Milestone Name	Milestone Baseline Delivery Date	Forecast/Actual Delivery Date	RAG Status and Commentary
Project Closure	04 March 2022	04 March 2022	Green - On Track

Project ID	IMT-447-1907	Project Sponsor	Andrew Jordan
Project Name	**Upgrade Domain Services**	Project Manager	Jo Marsden
Project Status	In Progress	Forecast Project Closure Date	30 June 2022
Project Summary	LCC's current active directory (AD) structure and Domain controller solution has a number of issues that require resolution to ensure best practise, and efficient operation of the current AD and infrastructure environment.		
Business Benefit	Ensures best practice is reflected and provides efficient operation of the current Active Directory and infrastructure environment.		
Citizen Outcome	Indirect		
Position update	Workshops arranged to agree details for Phase 3. Serco internal review of Low Level Designs are planned before being issued to LCC for review and approval to baseline the Phase 3 work.		

Next Milestone Name	Milestone Baseline Delivery Date	Forecast/Actual Delivery Date	RAG Status and Commentary
Phase 3 Proposal Submitted	11 March 2022	11 March 2022	Green - On Track

Project ID	IMT-452-1909		Project Sponsor	John Wickens
Project Name	**Web Streaming Council Chamber**		Project Manager	Sarah Bojko
Project Status	In Progress		Forecast Project Closure Date	10 March 2022
Project Summary	Replacement of the Council Chamber Web Streaming solution to replace an obsolete system.			
Business Benefit	• Transparency of political process • Promote an understanding of Local Politics			
Citizen Outcome	Insight into local politics and the policies it brings into being. Visibility on issues of interest.			
Position update	Training which had been on hold due to Covid-19 restrictions on access to the Council Chamber has now taken place.			
Next Milestone Name	Milestone Baseline Delivery Date	Forecast/Actual Delivery Date	RAG Status and Commentary	
Project Closure	10 March 2022	10 March 2022	Green - On Track	

Project ID	IMT-493-2007	Project Sponsor	Sue Cline
Project Name	**Microsoft Enterprise Gateway**	Project Manager	Stephen Goldspink
Project Status	Complete	Forecast Project Closure Date	06 December 2021
Project Summary	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.		
Business Benefit	To enable LCC to fully utilise the benefits of the O365 / Azure suite of tools, allowing access to data sources on premise.		

Citizen Outcome	Better value LCC services, reducing manual intervention and increasing automation of processes.		
Position update	UAT was completed and signed off. The transition to live operations is complete, and the project has closed.		
Next Milestone Name	Milestone Baseline Delivery Date	Forecast/Actual Delivery Date	RAG Status and Commentary
Project Closure	06 December 2021	06 December 2021	Green - Complete

Project ID	IMT-503-2009	Project Sponsor	Darren Peatfield
Project Name	LFR Environment Migration and Onboarding	Project Manager	Taome Crichton
Project Status	In Progress	Forecast Project Closure Date	13 August 2022
Project Summary	To provide LFR with LCC domain and email accounts, to enable LFR to access the Microsoft 365 resources and be supported in line with LCC. The project will ensure that LFR staff can access the line of business systems that are accessible from the new LCC accounts.		
Business Benefit	To enable LFR to gain maximum benefits from the Microsoft 365 subscription, and to align LFR with the standard LCC IMT Provision.		
Citizen Outcome	Indirect		
Position update	The design phase has completed. The commercials and implementation plan are being put in place and are due to be agreed.		
Next Milestone Name	Milestone Baseline Delivery Date	Forecast/Actual Delivery Date	RAG Status and Commentary
Delivery Plan Baselined	18 March 2022	18 March 2022	Green - On Track

Project ID	IMT-512-2012		Project Sponsor	Donna Fryer
Project Name	**Modern Desktop Management**		Project Manager	Jo Marsden
Project Status	In Progress		Forecast Project Closure Date	30 April 2022
Project Summary	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.			
Business Benefit	All LCC laptops and computers are managed through Microsoft Device Management, and all staff able to access and leverage the features of Microsoft 365.			
Citizen Outcome	Indirect			
Position update	The bulk of the device migrations have now taken place. The remaining activities are focussed on shared devices, and the late adopters. Hand over to support activities are in progress to move to project closure in April.			
Next Milestone Name	**Milestone Baseline Delivery Date**	**Forecast/Actual Delivery Date**	**RAG Status and Commentary**	
All Active Devices In Scope Migrated	31 March 2022	31 March 2022	Green - On Track	

Project ID	IMT-526-2105	Project Sponsor	Eleanor Baumber
Project Name	**LTTP Redevelopment Stage 2: Platform migration**	Project Manager	Jo Marsden
Project Status	In Progress	Forecast Project Closure Date	18 February 2022

Project Summary	Lincs to the Past Replacement Phase 2: migration to stable and up-to-date platforms.
Business Benefit	The platform will be on an in-support version of Windows, using up to date standards and technology enabling potential future developments such as automated and offline data analysis, integration with payment gateway to allow revenue generation through online purchase of images/prints. Storage costs will be reduced.
Citizen Outcome	Accessibility to archived data and images becomes much faster and easier with searches being easier to perform and will use catalogue IDs rather than requiring staff to help visitors. The public will find it easier to search from home, and on their own, with better cataloguing of collection data and visibility of images will drive public engagement (and future revenue).
Position update	

Next Milestone Name	Milestone Baseline Delivery Date	Forecast/Actual Delivery Date	RAG Status and Commentary
Project Closure	18 March 2022	18 March 2022	Green - On Track

Project ID	IMT-529-2105	Project Sponsor	Dave Pennington
Project Name	CloudBooking System Integration	Project Manager	Sarah Bojko
Project Status	In Progress	Forecast Project Closure Date	14 February 2022
Project Summary	Cloudbooking has been selected as the application which will be used by staff to book managed workspace, as part of the Smarter Working Programme. Staff need to be able to sign on to the service seamlessly, and work needs to be undertaken to allow integration between the Exchange Accounts for Meeting Rooms and the Cloudbooking App.		
Business Benefit	Staff are quickly able to find and book the necessary desk or room to meet their needs when on site.		
Citizen Outcome	Indirect		
Position update	Additional activities were brought into scope to support the Smarter Working Programme with the Cloudbooking implementation.		

Next Milestone Name	Milestone Baseline Delivery Date	Forecast/Actual Delivery Date	RAG Status and Commentary
Project Closure	31 March 2022	31 March 2022	Green - On Track

Project ID	IMT-427-1903	Project Sponsor	Matt King
Project Name	**MDT Refresh**	Project Manager	David Betts
Project Status	On Hold	Forecast Project Closure Date	01 November 2021

Project Summary	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.)
Business Benefit	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.
Citizen Outcome	LFR more efficient, information on hand, providing better service to the public.
Position update	The roll out of new MDTs completed in Q4 2021 to remove the risk to service of hardware failure. The project was requested to go on hold by the project sponsor as there may have been some follow-on activities which needed to be incorporated. The project sponsor is currently on sick leave. This will be explored and a decision made upon their return. In the meantime, Serco is reviewing some additional requests from LFR around MDT Software renewals/upgrades

Next Milestone Name	Milestone Baseline Delivery Date	Forecast/Actual Delivery Date	RAG Status and Commentary
TBC	TBC	TBC	Green - Project on hold at the request of the service area.

5. Conclusion

There continues to be high volumes of work being undertaken by the IMT support service, which has continued to respond to the requirements to support LCC's staff and services in delivering through the recovery from the Covid-19 situation. There has been a marked increase in commissioned projects into IMT in the last year, due to significant strain some priority calls had and continue to be made due to resource capacity, both within LCC and Serco. The portfolio has however been well managed, and Serco has continued to perform well under difficult circumstances.