

## **Delegated Officer Report** **(Non Key and Contracts up to a value of £100k)**

**Decision Maker:** Anne Ryans - Director of Finance (Section 151 Officer)

**Date of Decision:** 11<sup>th</sup> January 2022

**Subject:** ITSM Replacement Project

**Report Author:** Richard Idle and Mark Edgar

**Ward (s):** No impact on wards, internal impact on ICT and internal services, consultation not required

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**Reason for the decision:** To fund a capital cost of £80K and an annual uplift of £9.6K to replace the Information Technology Service Management (ITSM) system that is used by Unity IT and the Oldham Council Agresso team to manage IT and Finance services respectively to Oldham Council and partners.

**Summary:** The purpose of the report is to detail the reasons as to why a replacement system is required and the implications and risks of not replacing the system.

An ITSM system enables IT to manage the end-to-end delivery of IT services to customers. ResolveIT (the current system) has limitations within the technology itself with the system no longer being fit for purpose. Its ineffectiveness as an ITSM tool degrades the existing IT support service provided by Unity IT. ResolveIT also presents as the system with 15 security vulnerabilities including some of the highest security vulnerabilities on the Oldham estate.

It is proposed that the ResolveIT ITSM is replaced with a new ITSM supplied by SysAid. The implementation of the SysAid ITSM solution has a range of benefits which were not possible with the incumbent ResolveIT system. Principally it will remove the critical vulnerabilities from the IT

estate and has the potential to enable IT to provide a higher quality service for its users.

***What is the alternative option(s) to be considered? Please give the reason(s) for recommendation(s):***

**Option One - Do nothing.**

This will result in the Oldham estate retaining an IT solution that is already in breach of the PSN standards and most likely result in Oldham Council failing to gain PSN accreditation. It would be leaving a critically vulnerable system in place with no remediation strategy, and the supplier also cannot offer support for the system anymore. The IT service offering will also suffer due to the inadequacies of the current system.

**Option Two – Replace the ITSM system with the SysAid ITSM solution.**

Make an investment of £79,870 to cover the implementation costs of IT resource effort to implement SysAid. There is also an annual uplift cost of £9,638 over the incumbent system to fund the SysAid system itself and includes an uplift of £2,673 per annum for the Agresso Helpdesk. This is a slight increase on the existing system which is included in the Core IT Fee. The contract with SysAid will start with an initial term of three years and will be subject to change after the initial period.

The implementation of SysAid will eliminate critical PSN vulnerabilities on the Oldham IT estate and will receive regular product updates to keep the system up to date. The SysAid solution has been deemed to be the most cost-effective solution currently available in the industry for the needs of Unity Partnership and Oldham Council.

In addition to the security improvements, the new solution will enable IT to have increased operational delivery capabilities than what was possible with ResolveIT allowing for enhanced focus on delivery outcomes to the end-user community. There is potential for a more advanced self-service capability than what is currently available within ResolveIT.

The system has Cloud “Software as a Service” (SaaS) hosting to allow greater accessibility and remove any reliance on local hosting at the Civic Centre.

***Consultation: including any conflict of interest declared by relevant Cabinet Member consulted.***

Discussions have been undertaken primarily within Unity IT as well as with the Council Information Management team to look at potential solutions for the remediation of the problems experienced with the ResolveIT system.

Unity IT has completed a market assessment of ITSM toolsets. This was conducted to explore what ITSM solutions are available and to compare the benefits/disadvantages of each solution over one another. The primary focus was on identifying the most appropriate solution with the toolset that would enable Unity Partnership and Oldham Council to make business efficiency savings.

Following a period of market assessment, including the review of Allied Digital's latest ITSM offering, it was agreed as a key architectural decision that the most suitable solution would be the Cloud SaaS solution offered by SysAid. The solution provided by SysAid provides all the essential and desired functionality of a modern SaaS-based ITSM solution whilst maintaining an annual price point similar to the incumbent solution (£40 – 55k per annum) and far below that of the market leaders, ServiceNow and BMC Remedy (£100 – 120k per annum).

***Recommendation(s):***

**Option Two – Replace the ITSM system with the SysAid ITSM solution.**

***Implications:***

***What are the financial implications?***

**Capital Implications**

The Capital expenditure of £80k for the project will be charged to the People and Place – It Capital Programme. There is existing provision within the overall approved IT strategic roadmap within the existing 2021/22 – 2025/26 capital programme to support this scheme.

For the increase revenue per year, this will need to be funded by a reprioritising of the ICT budgets.

(Lee Walsh – Finance Manager)

***What are the legal implications?***

HealthTrust Europe LLP (HTE) acting as agent for the University Hospitals of Coventry and Warwickshire NHS Trust has established a



Framework Agreement for the provision of enterprise level information communication technology (ICT) solutions for ICT hardware, software, programs, applications, security, computer science, managed services, consultancy, support and associated services. The duration of the Framework Agreement will be 4 years maximum; 2 years initial period with the option to extend for a further 2 periods of 12 months. The framework agreement commenced in late 2019. There are multiple contractors appointed to the framework agreement, including Softcat PLC. The framework agreement makes provision for both a direct award and for an award following the completion of a mini competition. Therefore, provided the direct award call off procedure laid down in the framework agreement has been complied with, this is a compliant route to market. A call-off contract would need to be entered into between the Unity Partnership and Softcat PLC using the form of contract prescribed by the framework agreement.

Sarah Orrell

What are the **procurement** implications?

Group Procurement support the recommendation of option 2. This application will be procured via Health Trust Europe's (HTE's) ICT Solutions Framework (COM IT 2 – Complete IT).

Unity partnership have access to the Framework and will ensure procurement is compliant with the framework buying guidelines.

Over the last 18 months ICT have completed extensive research on ITSM applications, Sysaid has been selected as the preferred solution, however, it is not possible to buy direct with the Software developer therefore the contract will be awarded to Softcat who are the reseller for this product via Direct Award Framework Reference HTE-005706.

(Senga Henstock – Unity Partnership ICT Senior Buyer)

What are the **Human Resources** implications?

No HR implications

(Catherine Pearson, Strategic HR Lead)

What are the **Children and Young People** Implications?

None

**Equality and Diversity Impact Assessment** attached or not required because (please give reason)

As this is a replacement system, an Equality and Diversity Impact Assessment is not required.

What are the **property** implications

None

**Risks:**

The ResolveIT system is now out of general support with Allied Digital as subsequent solutions have replaced it. As a result, our on-premise version of ResolveIT no longer receives application or security updates. Currently the ResolveIT system is one of the most insecure applications on the Oldham estate and has recently scored multiple critical alerts as part of the external PSN audit.

As part of the remediation approach, it was determined that the existing Configuration Management Database (CMDB) within ResolveIT has been disabled due to PSN vulnerabilities. The IT service is therefore now operating without a CMDB capability, rendering the management of IT assets more difficult and thereby hindering IT's ability to operate dynamically to the needs of the Council.

By undertaking the recommendation of implementing a new system, these risks will be removed, but would remain through the "Do nothing" option.

This new application is seen as key in ensuring an element of the PSN vulnerability identified in the audit is dealt with appropriately (Mark Stenson)

**Co-operative agenda**

By introducing a new ITSM, it will enable IT to exploit an increased level of cooperation between IT teams as well as between IT and the Council and partners.

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Has the relevant Legal Officer confirmed that the recommendations within this report are lawful and comply with the Council's Constitution?

Yes

Has the relevant Finance Officer confirmed that any expenditure referred to within this report is consistent with the Council's budget?

Yes

Are any of the recommendations within this report contrary to the Policy Framework of the Council?

No

There are no background papers for this report

<b>Report Author Sign-off:</b>	
<b>Date:</b>	

Please list and attach any appendices:-

Appendix number or letter	Description

In consultation with Director/Strategic Director

Signed : A.T. Ryans Date: 11/1/22