Summary

This report updates Members about the key achievements of the ICT Services Team, the delivery of services by the Council's ICT providers principally Fujitsu Services and Vodafone for the period from March to August 2013.

1   Background

1.1   The report provides Members with information about the work of the ICT Services Team and the delivery of services by the Council's ICT providers, principally Fujitsu Services and Vodafone.

1.2   Contractual governance arrangements have been established for both the Fujitsu Services and Vodafone Contracts. The arrangements with Vodafone comprise a Pathfinder North Partnership Board chaired by the Highland Council Assistant Chief Executive, including four other Councils and the Scottish Government.

1.3   The arrangements with Fujitsu Services comprise of an ICT Partnership Board chaired by Highland Council's Assistant Chief Executive and the ICT Executive Board, chaired by Highland Council's Chief Executive. In addition, the Council ICT Development Board is chaired by the Assistant Chief Executive.

2   ICT Services

2.1   The ICT Services team manages Information and Communications Technology (ICT) within the Council, including the management of all its contracts. Key achievements of ICT Services Team for the period of March until August 2013 are listed below.

2.2   An ICT Re-provisioning team has been set up headed by the Corporate ICT Manager. Temporary cover has been provided by appointment of an interim ICT Operations Manager.

2.3   The Outline Business Case (OBC) for ICT Re-provision beyond 2015 was completed and options were presented to the Council. A preferred option for re-provisioning has now been selected and is being pursued. There is a separate item on this agenda dealing with progress on ICT Re-provision.

2.4   Settlement of a number of key commercial issues has been reached with Fujitsu services and the Correction Plan has been completed. This is now enabling the introduction of utility charging, resolution of outstanding payments and the Unified Communications Project, a replacement for the Telephony Project, to progress.

2.5   While governance and interim project management arrangements have been established for the essential ICT changes required by 'Integrating Care in the

Highlands' (ICH) project the work on identifying the full impact and future ICT requirements of the ICH project continues. Staff from within ICT Services continue to engage fully in the process and are providing ICT advice and guidance.

2.6 A review and update of the Corporate ICT Strategy has also taken place and this is presented as a separate item on this agenda.

3   Fujitsu Services – Contract Performance and Delivery

3.1 The contract for the provision of managed ICT services was awarded to Fujitsu in 2010. The contract term is for five years with an option to extend for a further two years.

3.2 The scope of ICT services provided by Fujitsu is large but these can be grouped into

- Project Services – Now the Transformation Programme has completed, the on-going projects are focussing on implementing new or replacement ICT systems in line with the Council's ICT strategy and Council Service business needs;

- Core Services – the operations of the Council's ICT systems and services including Service Desk, incident & problem management, routine changes and operational management of third parties;

- Community Benefits – an innovative set of initiatives with associated targets to enhance the skill levels of and business opportunities for, the Highland Community. This also includes the provision of refurbished ICT equipment to the community;

- Business Benefits and Efficiencies – the contract identifies a number of cashable and non-cashable benefits that will accrue to the Council over the contract term e.g. reduction in electricity consumption from modern lower power hardware and reduced CO2 emissions. The contract also guarantees 2.5% year on year efficiency savings on the core service charge.

4   ICT Transformation Programme

4.1 The ICT Transformation Programme has now completed with the exception of the Telephony Project and the Council has made the decision to remove this project from the Contract. The Council is now pursuing options for implementing a Unified Communications Project independently of Fujitsu Services.

5   ICT Projects

5.1 In addition to the ICT Transformation Programme there is a portfolio of ICT Development Projects.

5.2 The table in Appendix C summarises the position of these projects. It is noted that the number of projects currently being progressed with Fujitsu has decreased somewhat in recent months. A new portfolio of projects is being developed and this will be reported in the next performance report. A major new project which did not

appear in the last report to this Committee is the Curriculum Email Project – which will roll out Exchange email facilities to all teachers, giving them for the first time the same provision as non-Curriculum staff.

5.3   At the end of this reporting period there were 15 live ICT projects, of which 12 were at green status, 1 at amber and 2 at red.

5.4   The ICT Development Projects at RED status are:-

5.4.1 Aspien Debt Recovery System – the effort and time required to carry out testing is greater than anticipated. Therefore there is likely to be a 3-4 month delay in go-live. A review of the impact of this delay is currently underway.

5.4.2 Contaminated Land – this project to replace the system used to manage information related to potentially contaminated land has gone through a procurement phase. However implementation is now delayed due to the dependency on an upgrade of the server infrastructure. A separate project is being initiated to carry out that upgrade. Both these projects are being managed directly by the Council rather than by Fujitsu.

6   Fujitsu Services – Core Service Delivery

6.1   Fujitsu Services are responsible for the operations of the Council's ICT systems and services including Service Desk, incident & problem management, routine changes and operational management of third parties.

6.2   For this section of the report the reporting period is from March until August 2013 noting that we are in the 4th year of delivery of the contract. To monitor performance two measures are deployed, Key Performance Indicators (KPI) and Performance Indicators (PI). The KPI's are the measures which attract Service Credits when targets are not met. Service delivery during the period has consistently achieved SLA targets. As illustrated in Appendix A, the KPIs that were breached over the past months were mainly related to Catalogue Item Implementation and Asset Register Accuracy. Overall Performance has been good with competent service delivery and there continues to be reliable and robust delivery against the key performance indicators.

6.3   With regard to the Major Incidents there has been an improvement compared to the previous reporting period, with only 5 major incidents logged which were all dealt with correctly as per the contract procedures.

6.4   On a quarterly basis a Customer Satisfaction Scorecard is produced and is derived from collated scores and comments provided by Highland Council Services and ICT Services. As indicated in Appendix B, customer satisfaction is demonstrating a slow but steady improvement.

6.5   A number of activities are on-going with regard to innovative change e.g. the introduction of the Mobile Device Manager (MDM) which is software which provides secure management of mobile devices. Together with the Aruba wireless networking solution this is being trialled in the schools environment to allow the use of Council supplied Android tablets and iPads in classrooms in addition to standard Windows

laptops. At present the use of non-Council mobile devices cannot be supported due to the potential security implications and the requirements of the PSN Compliance.

6.6   Members will be aware from previous communications that Highland Council connects to other government agencies through the Public Services Network (PSN) which provides secure GSX email and data transit. ICT Services are currently working towards this annual accreditation and are making significant progress. This year, a zero tolerance approach has been adopted by PSN which means that before submission we must address security issues that were previously allowed as being acceptable risks. All other local authorities in Scotland are in a similar position and are finding it challenging to meet the required security standards within the timescales. ICT Services are working at pace, with Fujitsu, to resolve the issues and have developed a bespoke communications plan to support Members and users through the change process.

6.7   The Highland Council currently has £163,870 worth of Fujitsu Service Credits to be used by the end of March 2015, equating to £245,805 in Fujitsu Service Development Credits. To date £77,999 worth of Service Development Credits have been utilised since the start of the contract in April 2010.

7   Fujitsu Services – Community Benefits

7.1   Schedule 39 of the ICT Service Delivery contract sets out how the Community Benefit Programme comprises three work-stream initiatives:

> Part "A" relating to Targeted Recruitment and Training;
> Part "B" relating to Environmental Considerations; and
> Part "C" relating to Community Engagement.

7.2   The highlights to date are:

- Energy savings and carbon reduction continued to deliver savings;
- Support for Safe Highlander events in Inverness, Fort William and Wick;
- ReBOOT workshop established in Inverness;
- The first graduate placement has secured full time employment with Fujitsu;
- Two more graduate placements have been provided;
- Sponsorship of Junior MOD;
- Jobs/work experience created:
  - 3 graduate placements, 13 trainees and 7 work experience placements with Fujitsu;
  - 30 work/volunteer placements and 2 permanent positions with ReBOOT.
- Ongoing delivery of recycled PCs:
  - 648 devices issued to 224 community organisations;
  - 220 issued to local school pupils before the summer holidays;
  - 20 sent to Gambia through the Gamscot project;

    A detailed update of progress is given in Appendix D.

7.3   A key element of the Community Benefits Programme is the carbon reduction and energy savings resulting from the introduction of more energy-efficient ICT equipment. A detailed annual report covering the period 2012 - 2013 has recently

been issued by Fujitsu and this is currently being reviewed and will be reported to Members in due course.

8   Vodafone (Pathfinder North) - Contract Performance

8.1   The current contract to supply managed data network services to schools, libraries and council offices in the Highlands and Islands has now been formally extended to 20th March 2016. Vodafone acquired Cable & Wireless in July 2013, Pathfinder North (PFN) have worked closely with Vodafone and have now completed the formal novation of the contract.

8.2   During this reporting period, Feb 2013 to August 2013 Vodafone continue to provide a high level of service which continues to meet the SLA targets (99.8%) for average availability over the monthly reporting period. PFN continue to meet with Vodafone and Partners on a monthly basis to monitor performance and service availability. The 73rd Service Review being held on the 12th September.

8.3   Highland Council has 417 sites currently connected to the Pathfinder Network with 31 sites being ceased since the start of the contract in 2007. Service Levels for SEV1 faults were achieved. However the following number of sites were impacted where SEV 2 service levels were not achieved:

- 4 sites in February
- 2 sites in March
- 0 sites in April
- 1 site in May
- 2 sites in June
- 1 site in July
- 0 sites in August

8.4   A good proportion of the service outages resulted in Council staff experiencing no impact due to resilience in the infrastructure. The outage periods effecting Highland varied from the shortest at less than 30 seconds to the longest at around 11.5 hours. Over the past months there have been minimal network faults negating the need to apply service credits.

8.5   The total amount of service credits due to Highland Council, accrued during this contract year to August 2013 is £4,194.90. It should be noted that at the February PFN Partnership Board it was agreed that any outstanding Service Credits carried over from previous contract years will be credited to the Partnership by Vodafone to offset the final quarterly invoice pre the contract extension. Any Service Credits accrued this contract year may be carried forward into the contract extension.

8.6   The Highland Council currently has £51,821.10 worth of Service Credits to be used by the end of March 2014, this equates to £84,085.51 in Investment Credit value. The new circuit into Nevis House to provide additional resilience through an alternative route for corporate network traffic has been finalised at a cost of £35,503.00 to March 2014. This was funded through Investment Credits.

9 Scottish Wide Area Network (SWAN) – Vanguard Project

9.1 Having successfully secured the terms and conditions for a 24 month contract extension with Vodafone, effectively securing wide area network service until 2016, the PFN Partnership also took a decision to support the Scottish national ICT strategy by joining the newly formed SWAN Vanguard Project. SWAN Vanguard is a Partnership of public sector organisations acting together to engage in an aggregated procurement process to deliver a Scottish Wide Area Network.

9.2 The SWAN Project is led by NSS (part of NHS), and the Vanguard Partners are Pathfinder North (Highland, Argyll & Bute, Moray, Orkney and Western Isles Councils), Pathfinder South (Dumfries & Galloway and Scottish Borders Councils) together with NSS and Education Scotland.

9.3 The Pathfinder North Partnership led by Highland Council, is engaged in the procurement process and has full representation at both SWAN Programme and Vanguard Project Board levels. Successful completion of the Vanguard procurement will ensure the provision of wide area network services from 2016; end of the agreed contract extension period, until 2022.

9.4 In recent weeks the Pathfinder North Project operating within Vanguard, has received a thorough External Project Assurance Review. The Review found that the PFN Re-procurement Project was extremely well managed enjoying excellent project governance driven by a strong and genuine commitment from its partners to work in partnership. The project is delivering real benefits to the PFN partners. The Review Team was confident that the final solution would provide the required connectivity services, on schedule and within affordability limits. However, it was identified that the value of the benefits gained by the strong PFN partnership and PFN management will be eroded unless decisions are quickly taken to provide certainty on the future role of the PFN partnership and the adequate resourcing of the PFN management team.

10 Resource Implications

10.1 The contracts continue be delivered to budget and to the expected Service Levels. There are no resource implications.

11 Legal Implications

11.1 The Council continues to apply robust contract management and as such payments are only made to Fujitsu and Vodafone when the criteria agreed in the contractual milestones are met.

12 Equality Implications

12.1 There are no equality implications arising from the matters in this report.

13 Climate Change/Carbon Clever Implications

13.1 The introduction of new ICT equipment continues to provide carbon reductions and therefore cost savings through reduced energy use. More detail will be provided to members in due course.

14 Risk Implications

14.1 There is a risk that The Highland Council will not achieve the standards required to be PSN compliant, resulting in a detrimental impact on the services which currently use GSx as part of their day to day operations. This risk is being mitigated by partnership working between Fujitsu Services and ICT Services.

15 RECOMMENDATIONS

Members are asked to:-

1   Note the content of the report,

2   Note that robust contract management and governance arrangements continue to be applied and pursued by the Council to the Fujitsu and Vodafone contracts.

Signature: Michelle Morris

Designation: Assistant Chief Executive

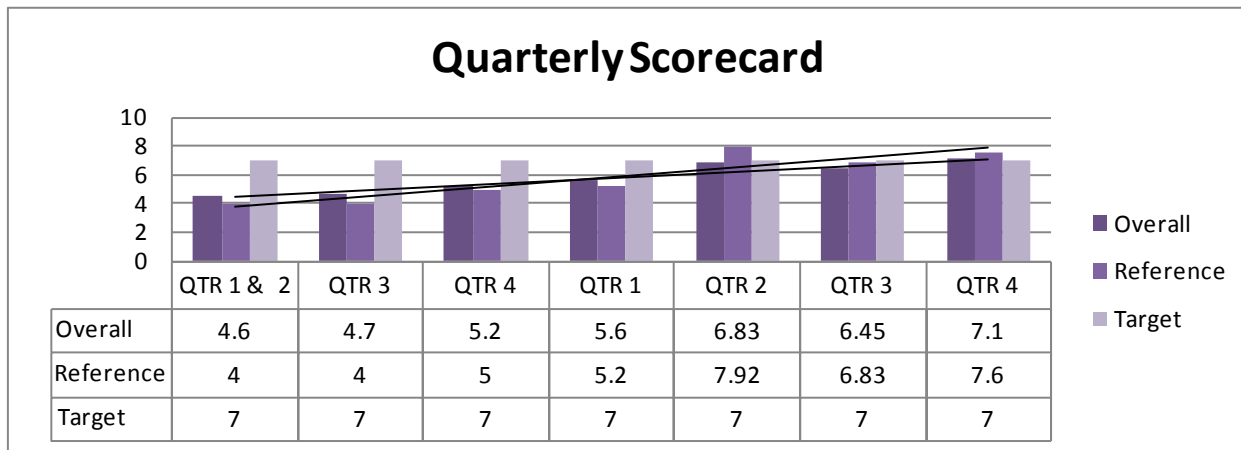Authors: Ken Fox, Linda Johnstone, Jon Shepherd

Date: 17th September 2013

Appendix A

The table below provides an overview of Fujitsu's performance from March 2013 until August 2013. The table illustrates the Key Performance Indicators. These attract Service Credits if targets are not met.

Measure	SLA	Mar	Apr	May	Jun	Jul	Aug
Service Desk							
Overall - Calls Answered Within 20 Seconds	>80%	83.70%	80.67%	82.24%	80.95%	85.54%	84.93%
Overall - Calls Abandoned After IVR Message	< 3%	1.40%	1.37%	1.75%	1.92%	1.08%	0.71%
Managed Desktop							
Severity 1 Service Failure *(Time to fix 4 Hours)*	>95%	97.10%	96.43%	100.00%	100.00%	100.00%	97.50%
Severity 2 Service Failure *(Time to fix 6 Hours)*	>95%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Severity 3 Service Failure *(Time to fix 8 Hours)*	95%	96.20%	96.81%	95.63%	97.41%	97.63%	95.32%
Overall - First Call resolution Rate (First time Fix)	>70%	75.60%	79.94%	79.10%	86.62%	80.00%	80.17%
Follow on Service Failures	< 5%	0.00%	0.00%	0.04%	0.00%	0.00%	3.50%
Service Management							
Change Request Response	>90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Automated Password Reset	>99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
ICT Service Catalogue Item Implementation	100%	100.00%	100.00%	99.08%	70.53%	100.00%	100.00%
Infrastructure Services							
Defined Managed Service Response Times	>98%						
Defined Managed Service Availability	>99%	100.00%	99.91%	99.91%	99.95%	99.92%	99.12%
Defined Managed Service Availability 4 Star Service	99.50%	N/A	N/A	N/A	N/A	N/A	N/A
Defined Managed Service Availability 5 Star Service	99.80%	100.00%	100.00%	100.00%	100.00%	N/A	N/A
Defined Manage Service Interruptions	< 4	1	0	1	0	1	1
Defined Manage Service Interruptions 4 Star Service	< 3	N/A	N/A	N/A	N/A	N/A	N/A
Defined Manage Service Interruptions 5 Star Service	< 2	0	0	0	0	N/A	N/A
Asset Register Accuracy (note 1)	99%	99.29%	99.73%	99.14%	99.00%	99.49%	99.94%

Appendix B – Quarterly Customer Satisfaction Scorecard

Quarterly Scorecard

	QTR 1 & 2	QTR 3	QTR 4	QTR 1	QTR 2	QTR 3	QTR 4
Overall	4.6	4.7	5.2	5.6	6.83	6.45	7.1
Reference	4	4	5	5.2	7.92	6.83	7.6
Target	7	7	7	7	7	7	7

Legend: Overall, Reference, Target

Note: Reference is the likelihood that Fujitsu will be referred as a supplier

Appendix C – Highland Council Project Services Project Status

Project	PM	Current Status	Status Last Report
Between Gateway 0 and Gateway 1		**Initial Business Justification**	
Telephony/Unified Communications	HC	Green	Red
Between Gateway 1 and Gateway 2		**Investment Decision**	
Curriculum Email	FJS	Green	n/a
Between Gateway 2 and Gateway 3		**Project Initiation**	
Between Gateway 3 and Gateway 4		**Readiness for Service**	
Integrated HR Payroll System	HC	Amber	Red
Contaminated Land	HC	Red	Red
Aspien Debt Recovery System	FJS	Red	Amber
CPAM-IS	FJS	Green	Red
Between Gateway 4 and Gateway 5		**Benefits Realisation**	
PRMS	FJS	Green	Red
Home Care Scheduling	FJS	Green	Green
CareFirst BOXI	FJS	Green	Amber
GIS Citrix	FJS	Green	Red
Civica ECDM Upgrade	FJS	Green	Green
Cashless Catering Phase 1	HC	Green	Amber
Public Computer Access System Transformation	FJS	Green	n/a
Service Centre Telephony	FJS	Green	Green
HQ Wireless	FJS	Green	n/a

Projects between gateway 4 and gateway 5 are effectively closed.

Appendix D – Community Benefits Status

Key
Red – Commitment has not been delivered to schedule and is at risk
Amber – Commitment is behind schedule but within tolerance
Green – Commitment is on schedule
Blue – Commitment is complete

COMMUNITY BENEFITS PROGRAMME PRODUCTS	RAG STATUS	COMMENT	TARGET DATES
PART A TRAINING AND RECRUITMENT			
A1 TRAINEES			
A1.1 20 (7 week) work placement places for 16-17 yr olds	Green	This is on track for completion by the target date with 13 places provided to date	March 2015
A1.2 5 Fujitsu trainee places	Green	Two places fulfilled to date A graduate has been taken on to work within the Fujitsu project management team. Donna Fitzpatrick was named student of the year by Inverness College University and UHI	Annual
A1.3 30 SDS 'Getting Ready for Work' through Reboot	Green	As was anticipated with the movement of Reboot into the Walker Place warehouse this deliverable has begun with the first GRFW placement starting. However this deliverable is slightly behind where it was expected to be. To date 9 GRFW placements have been completed.	March 2015
A2 DEVELOP TRAINEES			
A2.1 Development pathways for trainees	Green	Commenced with the start of the first trainee on the 1st August. The first trainee has now secured a permanent post and receiving on-job development	Annual
A2.2 Conduct an annual Organisation Management Review	Green	In place. Completed for Year 1 and 2. Year 3 report in draft form	Annual
A3 HIGHLAND COUNCIL ICT TRAINING			
A3.1 5 Secondment opportunities for Highland Council staff	Complete	CCN92 amended this deliverable to additional GRFW placements	Annual
A3.2 15 ICT clinics for HC staff	Complete	Delivered as part of the transformation project.	June 2012
A3.3 60 videocasts on different ICT topics to HC staff	Green	Being delivered as part of training programme for Transformation Programme. Confirmed that 24 video's created to date and uploaded onto My Online Learning, remaining topics to be discussed with ECS and ICT Services.	March 2015
A3.4 A dedicated online library of training courses for all teaching staff	Complete	In Place. Complete	June 2012
A3.5 Online learning for corporate HC staff	Complete	Platform in place awaiting content from Highland Council on Information management.	June 2012

COMMUNITY BENEFITS PROGRAMME PRODUCTS	RAG STATUS	COMMENT	TARGET DATES
A4 HIGHLAND RECRUITMENT			
A4.1 Fujitsu Service Centre in Alness to become part of the Fujitsu UK Delivery Network	Complete	Delivered.	March 2011
A4.2 A 'Centre of Excellence' in Lagan CRM in the new Northern Regional Headquarters in Inverness	Green	The first part of the additional knowledge transfer has been completed with the provision of a new training environment for CRM. The pending upgrade of the CRM system will complete this item and is scheduled for autumn / winter 2013	Dec 2013
A4.3 Target recruitment opportunities through the use of Highland based media channels	Complete	In place and already being used for job adverts.	Sept 2010
A4.4 Support Highland Council arranged events in raising awareness of job and training opportunities	Green	Fujitsu participated in a UHI event aiding students with gaining knowledge about what employers are looking for in recruitment .	Annual
A4.5 Fujitsu will fund the recruitment of 2 new jobs through ReBOOT	Complete	ReBOOT contract commenced in December 2011. ReBOOT have confirmed jobs in place in March 2012	March 2012
A5 PLACEMENTS FOR TARGET GROUPS			
A5.1 100 training places for Highland Young Carers through ReBOOT	Amber	Causing concern with only 7 expressions of interest received. It was felt that there were not 100 possible candidates available. Project Board monitoring	March 2015
A5.2 45 'DWP Work Scheme' training places through Job Centre Plus through ReBOOT	Green	During November the first of these placements has been completed. There is a steady supply of names coming forward and it looks positive that this target will be easily met. There is also a possibility that once placements have been completed a percentage of the participants will opt to stay on a volunteers. 7 DWP placements have now been completed .	March 2015
A6 HIGHLAND SCHOOLS			
A6.1 Support the Highland 'Eco-Schools' Initiative through our Curriculum engineers	Complete	In place.	March 2011
A6.2 Sponsor the Junior MOD in Highlands each year with technology prize	Green	Junior MOD competition sponsorship of technology prize of £500 in first two years, sponsorship confirmed to end of contract. Belatedly the 2011 winners have been in touch to claim their prize and this is has been delivered to Fujitsu for onward delivery to the school. (digital cameras) The 2012 winners have been in touch with Fujitsu to claim their prize and this is currently being progressed	Annual
A6.3 12 work experience places for School Leavers through ReBOOT and Fujitsu.	Green	Seven place delivered to date	March 2015
A6.4 20 Innovation Sessions to Highland Schools	Amber	Three sessions completed. . Planning is underway for a series of events (possibly 5) in the autumn (2013) once the schools are back	Annual
A6.5 The Fujitsu Highland Account employees providing 468 hours towards teaching & learning in schools	Complete	Year 1 and Year 2 Complete. To be removed as part of CCN 0062 and replaced with A6.8 Drummond School 0.5 FTE post.	Annual
A6.6 Safe Highlanders 2011 – Internet Safety Training to 2,000 School Pupils	Complete	Delivered. 100 hours of effort by 9 Fujitsu Staff. Added as a commitment through change control CCN 0059.	Sept 2011

COMMUNITY BENEFITS PROGRAMME PRODUCTS	RAG STATUS	COMMENT	TARGET DATES
A6.7 Safe Highlanders 2012 – 2014 Internet Safety Training to 2,000 School Pupils	Green	2011 & 2012 event successfully completed. Planning on track for the 2013 event.	March 2015
A6.8 Drummond ICT Learning Support Post	Complete	New initiative, 0.5 FTE post funded through this programme from March 2012 through Change Control CCN 0062. Post in place.	March 2015
A7 HIGHLAND COMMUNITY LEARNING			
A7.1 The Fujitsu Highland Account employees providing 234 hours towards learning in the community	Complete	Year 1 and. Year 2 complete. To be removed as part of CCN 0062 and replaced with A6.8 Drummond School 0.5 FTE post.	Annual
A7.2 3,500 PC's to the Highland Community through ReBOOT	Green	**1429** Laptops/ PC's etc ready along with 116 printers. This is showing steady progress. There are currently **3303** devices and 8 printers awaiting assessment / rework. This continues to show a steady increase .	March 2015
PART B ENVIRONMENT			
B1 MINIMISE WASTE			
B1.1 Fujitsu will refurbish and reuse 50% of the equipment taken back by Fujitsu	Green	Started in line with Rollout and Managed Print Service projects	Annual
B2 LANDFILL REDUCTION			
B2.1 Fujitsu will deliver less than 5% of waste to landfill by weight in this contract.	Green	Started in line with Rollout and Managed Print Service Projects	Annual
B3 CARBON REDUCTION			
B3.1 Invest in a Carbon Mgt online software tool to monitor and report on the energy and carbon emissions generated through ICT.	Complete	Delivered.	Sept 2010
B3.2 Provide an auditable report of the reduction of carbon through the ICT Transformation Programme.	Green	The report for 2012 has been delivered and presented to the Partnership Board which was approved Again this report shows substantial savings.	Annual
B3.3 Support the Council with their 'Carbon Reduction Commitment' through the Community Benefits Programme Manager role.	Green	Continuing with the 'Green champions' within the Fujitsu Engineer based at Schools.	Annual
B4 ENERGY REDUCTION			
B4.1 Reduce energy usage of ICT equipment resulting in savings for The Highland Council	Green	In place and monitored	Annual
B5 MAJOR SUPPLIER AUDIT			
B5.1 Ensure that 'major suppliers' will go through our supplier mgt programme	Green	In place and monitored	Annual
COMMUNITY BENEFITS PROGRAMME PRODUCTS	RAG STATUS	COMMENT	TARGET DATES
B6 TRAVEL REDUCTION			
B6.1 Deliver a localised Service Delivery structure ensuring that our staff are close to the point of the service	Complete	Delivered. ASG model in place across the Highlands by June 2010	June 2010

B6.2 Deploy remote management and support tools to ensure that Fujitsu staff can deliver support without having to travel	Complete	In progress, being delivered as part of the Transformation Programme. Rollout completed and remote support training being provided to engineering staff. Remote tools are in place	June 2012
B7 RECYCLING			
B7.1 Set targets and report on our recycling of all of our locations in the Highlands	Green	Targets in place and regular reporting from Fujitsu Offices.	Annual
B7.2 Ensure that 70% of all packaging material used for the delivery of ICT equipment will be from recycled materials.	Green	In place	Annual
PART C COMMUNITY			
C1 BUSINESS GATEWAY			
C1.1 50 man-days of ICT advice and training to the SME Community through the 'Business Gateway' in the Highlands	Amber	Year 3 allocation to be planned with Highland Opportunity potential to link to ESF funding bid. Discussions indicated that options may be available and these were considered for Q3 2012/13 with delivery in Q4 20102/3. However this did not materialise and further discussions will take place in Q1 year	Annual
C2 COMMUNITY ENGAGEMENT			
C2.1 Work with the Council's Procurement team to use Public Contracts Scotland to advertise sub-contracting opportunities.	Completed	Advice received from Highland Council Procurement Manager on how this can be implemented. Fujitsu has been set-up.	Dec 2011
C2.2 15 Volunteer places with ReBOOT through SCVO	Green	Interest in volunteer placements registered with various organisation e.g. Job Centre. To date 12 volunteers have been taken on Volunteers continue to rise and this number is likely to be increased early in year 4	March 2015
C3 COMMUNITY ICT			
C3.1 Annual Report on Community Benefits Programme	Green	Year 3 report scheduled for delivery in May / June 2013	Annual