

THE HIGHLAND COUNCIL

Resources Committee – 26 November 2014

**ICT Services Performance Report
March to September 2014**

**Report by the Depute Chief Executive/Director of Corporate
Development**

Agenda Item	21
Report No	RES/76 /14

Summary

This report updates Members on 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 September 2014.

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 Information and Communications Technology (ICT) providers, principally Fujitsu Services and Vodafone.
- 1.2 Robust 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 Depute Chief Executive, including four other Councils and the Scottish Government.
- 1.3 The arrangements with Fujitsu Services comprise of an ICT Partnership Board and an ICT Executive Board, chaired by Highland Council's Chief Executive. In addition, the Council ICT Development Board is chaired by the Depute Chief Executive.

2 ICT Services

- 2.1 The ICT Services team manages Information and Communications Technology within the Council, including the management of all its contracts. This has been an extremely busy period with significant change within the ICT estate. Key achievements of ICT Services Team are listed below.
 - 2.1.1 The work of the ICT Re-Provision Team has focussed on completing the Network Strategy, the sourcing templates for each Service Tower, and the Sourcing Strategy. Completion of the Sourcing Strategy included taking this through the Governance and approval stage including the Re-Provision Board, the Members ICT Executive Board and a seminar for all Members prior to obtaining approval by Resources Committee in August.
 - 2.1.2 In addition, the Re-Provision Team have progressed work on the Affordability Model and an examination of the options for delivery of an ICT Service Desk service. Following decisions on the sourcing strategy, work has commenced on preparing for the procurement of LAN & Wi-Fi and Cabling services and the establishment of an in-house communications support team. A revised Programme Plan has been drafted and reviewed with the full team including the external Legal and Financial Advisers.

- 2.1.3 ICT Services generally have been involved in a large number of initiatives, some of which have demonstrated initial steps towards the future service model as are outlined in the Sourcing Strategy. Such initiatives include the replacement of the Council's financial management system and upgrade of the ePlanning system both with "cloud-hosted" solutions. Initiatives that ICT Services are leading on include the Unified Communications project, refurbishment of the Chamber voting system, a new ICT service for Elected Members and the partial exit from the Fujitsu contract in relation to telephony and network management.
- 2.1.4 The Public Services Network (PSN) renewal date for Highland Council is April 2015 and work is now well underway under project governance which encompasses the following elements:
- PSN audit and submission work;
 - IT Health Check support for Highland Council elements;
 - Remote access upgrade;
 - Protective marking solution (Office and Email) for 8000 users; and
 - The introduction of a new form of ICT service for Elected Members
- 2.1.5 The intention behind the new ICT service for Elected Members is to enable the use of a wide range of devices such as tablets and Smart Phones. By moving Members onto a Microsoft "Cloud" platform for email we should be able to allow the use of iOS, Android, Blackberry and Windows devices. This will lead to fewer restrictions on the use of mobile devices and will provide a platform for a move to less use of paper at Committee meetings. The high level plan is:
- Engagement with pilot group of Members – already started;
 - Start of pilot service – early December 2014;
 - End of pilot – mid February 2015;
 - Wider deployment complete – end March 2015.

3 Unified Communications Project

- 3.1 Committee approval was given on 26 February 2014 to enter into the Shared Service Agreement with Argyll and Bute Council and start implementation of this project. The Unified Communications project is an example of a new way of working to deliver ICT transformation for the Council. The project is being managed directly by ICT Services and the service is being delivered as a shared service with Argyll and Bute Council, who are providing system build, hosting and ongoing maintenance for the Microsoft Lync system.
- 3.2 The current project status is that rollout of the Lync solution to the Dingwall pilot sites is well underway and should be complete by the date of this Committee meeting. This will mean that approximately 400 users will be live on Lync. Following the pilot there will be a second phase of the project to ensure we have a suitably scaled and resilient infrastructure to support the wider rollout across the corporate estate. This will be informed by the experience within Dingwall. Wider rollout should then commence early in the New Year with the new Wick Area Office being one of the immediate sites targeted.
- 3.3 Microsoft Lync will bring various benefits to the Council and these are already being experienced on a small scale. Key benefits include:

- Communications tools to support flexible working, i.e. take your phone number with you, integration between phone, email and messaging;
- Ability to forward calls easily to mobile or voice mail;
- Desktop video conferencing that will in future integrate with fixed video conferencing systems;
- Reduction in telephony costs in relation to line rentals, equipment maintenance and call charges.

4 Fujitsu Services – Contract Performance and Delivery

4.1 The contract for the provision of managed ICT Services was awarded to Fujitsu in 2010, for a period of 5 years. In December 2013 a service continuation was agreed with Fujitsu until September 2016. This service continuation covers all elements of the current contract with the exception of network support services relating Local Area Network and Telephony. Those latter elements will end on 31st March 2015 when alternative supply arrangements will take over.

5 ICT Projects

5.1 There is a wide portfolio of ICT Development projects. Although Fujitsu continue to play a key role in project delivery, a growing proportion of the portfolio is being managed directly by the Council.

5.2 The table in Appendix C summarises the position of the projects that have been live during the period covered by this report. As a change from previous reports, projects are categorised as Infrastructure, Compliance, Business-as-Usual or Innovation to give a quick overview of the project context.

5.3 At the end of September there were 21 live ICT projects, of which 16 were at green status, 4 at amber and 1 at red.

5.4 The ICT Development project at RED status is:

Aspien Debt Recovery – this project has experienced a number of delays to date for reasons including system and resourcing issues. In addition, development opportunities in other existing IT systems employed such as Rev and Bens and from new technology, primarily the new financial management system (FMIS) due to go live in April 15, which will provide improved functionality on Sundry debtor account management, has led the new Project Board to conclude that the Aspien Project should discontinue. When the various developments are complete including the deployment of the new FMIS system, a full review of any remaining business requirements that are not yet satisfied will be undertaken.

5.5 The Council's 14/15 Audit Plan, agreed by Audit & Scrutiny Committee, already contains a review of Project Initiation and Development in the Council; the Aspien Project will now be its primary focus with a report being presented to the Audit & Scrutiny Committee in March 2015, and Resources Committee thereafter.

6 Fujitsu Services – Core Service Delivery

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

and operational management of third parties.

- 6.2 To monitor performance, two measures are deployed; these are Key Performance Indicators (KPI) and Performance Indicators (PI). The KPIs are the measures which attract Service Credits when targets are not met. Service delivery during the period has consistently achieved Service Level Agreement (SLA) targets. As illustrated in Appendix A, the majority of KPIs were met except for a failure experienced in September for severity 3 incidents. The cause is due to challenges experienced with high volumes of User Management Requests and Glow account calls generated by the introduction of the new SEEMiS School Management System which resulted in a backlog and a higher number of calls failing.
- 6.3 There were 4 major incidents raised during the period, 3 were network related and one related to processing of data.
- 6.4 During the defined period we experienced a very high level of change with a range of projects being delivered by Corporate Improvement, Fujitsu and ICT Services all creating demand on resources. At the same time we are introducing further efficiencies in the Fujitsu contract by promoting the self-service password reset function and the creation of a potential new channel, web-chat to contact the service desk through.
- 6.5 A change freeze was established from the 3rd until the 20th of September to protect the ICT infrastructure during the period of the Scottish Referendum and avoid any unforeseen issues. Additionally all referendum preparation activities were subject to an enhanced service and additional resiliency was put in place for the critical applications.
- 6.6 On a quarterly basis, a Customer Satisfaction Scorecard is produced which is derived from collated scores and comments provided by The Highland Council Services and ICT Services. As indicated in Appendix B, customer satisfaction suffered a decrease for the quarter April to June; the potential root cause is the recent change in Highland Council Service structure, potentially caused by different staff completing the survey, which may have impacted the level of reported satisfaction. Close scrutiny will be given to the results of the next quarter.
- 6.7 The total amount of service credits due to The Highland Council, accrued during this contract year to September 2014 is £5,302, this equates to £7,952 investment credit value for spend with Fujitsu.

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 This has proven to be an extremely successful element of the current contract. Of the 42 commitments in the Community Benefits Plan - 16 are complete, 24 are on schedule and 2 are behind schedule. The highlights for the last period are:

- Successful support for Seagull Trust Cruises with Fujitsu’s Service desk handling 360 booking calls over the summer.
- Safe Highlander events supported in Inverness and Wick with planning underway for 2015 events.
- Fujitsu providing case studies for Modern Apprenticeship Steering Group.
- Glasgow University researchers using this Community Benefits programme as an example of success.
- Training videos to be produced by Fujitsu to support new employees joining the Council.
- Support for Glen Urquhart High School careers fair.
- Support for Google Glass competition at Wick High School.
- Fujitsu have been acting as STEM Ambassadors – Science, Technology, Engineering and Mathematics.
- Support for “Apps for Good” competition for schools.
- Approval of the Carbon Reduction Report.

A detailed update of progress is given in Appendix D.

7.3 The two areas that are behind schedule relate to provision of training places related to Government schemes that are no longer running. Alternative arrangements for training places are in place to provide a similar commitment. This element is being closely supervised by the Community Benefits project board.

7.4 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. These ICT energy savings will be reported as part of the annual Carbon Management Plan, a separate item on the agenda.

8 Vodafone (Pathfinder North) - Contract Performance

8.1 During this reporting period, March 2014 to September 2014, Vodafone have continued to provide the Pathfinder North Partners with a good level of service resulting in a high proportion of service levels being achieved and availability of the service maintained.

8.2 The service has met the SLA targets for average availability, out of the 404 Highland Council sites currently connected to the Pathfinder Network, there were 10 SEV1’s logged across the region during the reporting period.

Monthly Service Site Availability SLA – Highland Council

March	April	May	June	July	August	September
99.99%	99.99%	100%	99.98%	100%	99.99%	99.99%

8.3 It should be noted from the above that there has been an appreciable decrease in faults since the last reporting period; however power outages have continued to be a contributing factor. Typically a higher proportion of faults occur during the winter months due the effects of high winds and snow on mountain top located radio masts and the effect of associated power outages.

It should also be noted that since the last reporting period there has been a further reduction in live sites from 413 down to 404. This is reducing the costs on the out-

going Vodafone contract with any savings retained in an earmarked account available to assist with unbudgeted costs on the SWAN contract.

- 8.4 The total amount of service credits due to The Highland Council, accrued during this contract year to September 2014 is £9,556.65, this equates to £14,334.98 investment credit value for spend with Vodafone for non-recurring services.
- 8.5 The Pathfinder North contract ends on the 20th March 2016 with a further 6 months formally agreed to 20th September 2016 for migration to SWAN after which the commercial agreement with Vodafone ceases completely.

9 Scottish Wide Area Network (SWAN) – Vanguard Project

- 9.1 The SWAN Vanguard is a Partnership of public sector organisations acting together to engage in a collaborative procurement to deliver a Scottish Wide Area Network. The SWAN Project is led by National Services Scotland (NSS) which is part of NHS. The Vanguard Partners are Pathfinder North, Pathfinder South, NSS and Education Scotland. The Pathfinder North Partnership is led by The Highland Council and has full representation at both SWAN Programme and Vanguard Project Board levels. On 13th March 2014 at the Council meeting members gave approval for Highland Council to join SWAN and for Highland Council to continue to be the lead Partner. On 24th October 2014 Pathfinder North signed up to the SWAN Call-off Contract
- 9.2 To date the Partnership has:
- Approved the Partnership Development Strategy (and is currently in discussions with a range of potential Partners to expand the Partnership).
 - Signed the SWAN Membership Agreement with the SWAN Authority and the Minute of Agreement for Pathfinder North Partners. These formal agreements were signed in conjunction with the Call-off Contract.
 - Signed the SWAN Call-off Contract.
 - Commenced detailed transition planning activity with Capita and Pathfinder North partners.

10 Resource Implications

- 10.1 Cost - The Fujitsu and Vodafone contracts continue to be delivered within budget. In 2013-14, savings of £600k were achieved in the core Fujitsu contract budget and the same level of saving is on track to be delivered in 2014-15, a total saving of £1.2 million. In addition, the service continuation to the Fujitsu contract up to September 2016 will deliver a further £1.2million one-off saving against the core budget. Further savings are proposed for 2015/16 relating to a change in the SLA, automated password resets and introduction of webchat.

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. Achieving PSN compliance was key to enabling the continued provision of a number of services that the Council is legally obliged to provide.

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.

14 Risk Implications

14.1 There is a risk that The Highland Council will not maintain PSN accreditation, resulting in a detrimental impact on the services that use PSN connectivity in their day to day operations. This risk is being mitigated by close working between Fujitsu Services and ICT Services and the establishment of the Phase 2 Security Project.

14.2 There is a risk that the SWAN Transition programme will not be completed by 20th September 2016, when the current Vodafone contract fully expires. This risk is being mitigated by establishing a dedicated project team in advance of the Transition start date (March 2016).

15 RECOMMENDATIONS

Members are asked to:-

- 1 Note the content of the report and the positive outcomes being delivered from the Contracts with Fujitsu and Vodafone
- 2 Note the work being undertaken in relation to the re-provisioning of ICT Services from 2016 onwards.
- 3 Note the progress for the transitioning of the Pathfinder WAN to the SWAN.
- 4 Note that work towards the PSN re-accreditation is underway under the governance of the PSN Project.
- 5 Note that robust contract management and governance arrangements continue to be applied and pursued by the Council to the Fujitsu and Vodafone contracts.

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Designation: Depute Chief Executive

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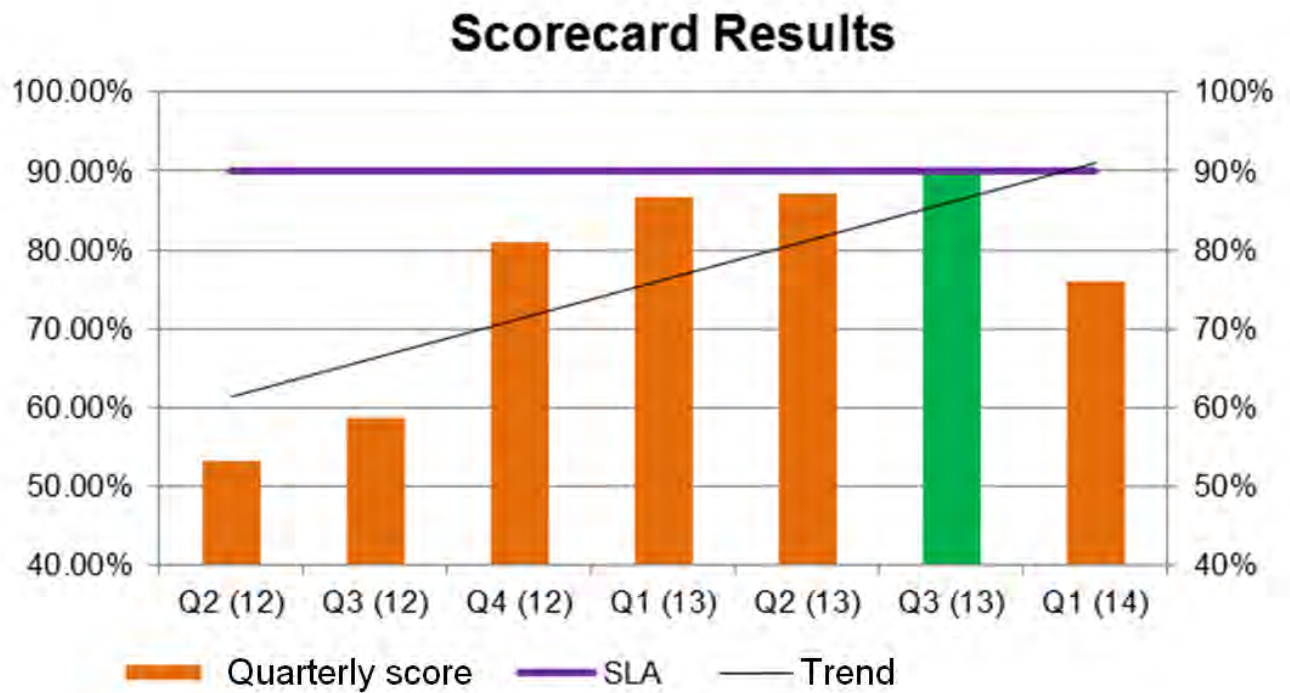
Appendix A

The table below provides an overview of Fujitsu's performance from March 2014 until September 2014. The table illustrates the Key Performance Indicators. These attract Service Credits if targets are not met.

Fujitsu's Key Performance Indicators March 2014 – September 2014

Measure	SLA	MAR	APR	MAY	JUN	JUL	AUG	SEP
Service Desk								
Overall - Calls Answered Within 20 Seconds	>80%	80.30%	80.24%	80.20%	82.21%	82.20%	70.09%	72.82%
Overall - Calls Abandoned After IVR Message	< 3%	2.20%	2.94%	2.27%	2.06%	1.87%	2.81%	2.97%
Managed Desktop								
Severity 1 Service Failure (Time to fix 4 Hours)	>95%	100%	100%	96.23%	97.20%	100%	100%	100%
Severity 2 Service Failure (Time to fix 6 Hours)	>95%	97.20%	97.37%	97.37%	100%	100%	97.37%	100%
Severity 3 Service Failure (Time to fix 8 Hours)	95%	96.60%	96.24%	97.06%	95.89%	97.49%	95.63%	91.88%
Overall - First Call Resolution Rate (First time Fix)	>70%	78.90%	84.00%	70.40%	75.00%	75.60%	76.00%	76.00%
Follow on Service Failures	< 5%	1.80%	3.00%	2.40%	4.40%	0.00%	1.90%	1.90%
Service Management								
Change Request Response	>90%	100%	92.00%	100%	100%	100%	100%	100%
Automated Password Reset	>99%	100%	100%	100%	100%	100%	100%	100%
ICT Service Catalogue Item Implementation	100%	100%	100%	100%	100%	100%	100%	100%
Infrastructure Services								
Defined Managed Service Response Times								
Defined Managed Service Availability	>98%							
Defined Managed Service Availability	>99%	99.90%	99.90%	99.90%	99.90%	99.90%	99.96%	99.96%
Defined Managed Service Availability 4 Star Service	99.50%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Defined Managed Service Availability 5 Star Service	99.80%	100%	100%	100%	100%	N/A	N/A	N/A
Defined Manage Service Interruptions	< 4	2	3	4	0	0	1	1
Defined Manage Service Interruptions 4 Star Service	< 3	N/A	N/A	N/A	N/A	N/A	0	0
Defined Manage Service Interruptions 5 Star Service	< 2	N/A	N/A	N/A	N/A	N/A	2	2
Asset Register Accuracy (note 1)	99%	99.80%	100%	100%	99.90%	100%	100%	100%

Appendix B – Quarterly Customer Satisfaction Scorecard



Appendix C – Highland Council Project Services Project Status

Project	PM	Category	Current Status	Status Last Report
Between Gateway 0 and Gateway 1 Initial Business Justification				
SWAN Implementation	THC	Infrastructure	Green	Green
Webcasting	THC	Infrastructure	Green	Green
Carbon Clever Committees	THC	Innovation	Green	Green
Between Gateway 1 and Gateway 2 Project Definition				
CRM Upgrade	THC	BAU/Innovation	Green	n/a
Chamber Voting System	THC	Infrastructure	Green	Green
Between Gateway 2 and Gateway 3 Project Initiation				
Local Taxation e-Services	THC	Innovation	Green	n/a
Curriculum Chromebook Pilot	THC	Innovation	Green	n/a
Wireless Guest Access	FJS	Infrastructure	Green	Green
Corporate Financials Replacement	THC	BAU/Innovation	Amber	Amber
PSN Phase 2	FJS	Compliance	Green	n/a
Between Gateway 3 and Gateway 4 Project Delivery				
IDOX ePlanning Upgrade	THC	BAU	Amber	Amber
Server Rationalisation	FJS	Infrastructure	Green	Green
SEEMiS	THC	BAU	Green	Green
Unified Communications	THC	Infrastructure/Innovation	Amber	Green
CareFirst Infrastructure Upgrade	FJS	BAU	Green	Green
CIP Integration Software	THC	Innovation	Amber	Green
Housing System Upgrade	FJS	BAU	Green	Amber
Aspien Debt Recovery System	FJS	Innovation	Red	Amber
CPAM-IS	FJS	Innovation	Green	Red
Integrated HR and Payroll	THC	Innovation	Green	Green
Web Content Management System	THC	Innovation	Green	Amber
Between Gateway 4 and Gateway 5 Benefits Realisation				
Tablet Pilot	THC	Innovation	Green	Green
PSN Phase 1	FJS	Compliance	Green	Green
Curriculum Email	FJS	Infrastructure/Innovation	Green	Green

Projects between Gateway 4 and Gateway 5 are effectively closed but are still tracked to measure benefits delivered.

Appendix D – Community Benefits Status

RAG 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	On track 13 places provided to date with 12 provided over the summer working on the Rollout Project.	September 2016
A1.2 5 Fujitsu trainee places	Green	On track – to date 3 graduate placements have been fulfilled and 1 advanced apprentice.	September 2016
A1.3 30 SDS 'Getting Ready for Work' through Reboot	Amber	ReBoot have fulfilled 3 GRFW placements – as this scheme no longer exists ReBoot recruited via: <ul style="list-style-type: none"> • 5 Compulsory Work Placement • 1 Community Jobs Scotland placement • 1 Barnardo's Work Trainee Placement 	September 2016
A2 DEVELOP TRAINEES			
A2.1 Development pathways for trainees	Green	Commenced with the start of the first trainee on the 1 st August. All 3 graduates have been given permanent roles and have undertaken professional accreditations.	Annual
A2.2 Conduct an annual Organisation Management Review	Green	In place. Completed for Year 1, 2 and 3 Organisational Review took place between Fujitsu and ICT Services.	Annual
A3 HIGHLAND COUNCIL ICT TRAINING			
A3.1 5 Secondment opportunities for Highland Council staff	Complete	CCN 92 now signed off.	March 2015
A3.2 15 ICT clinics for HC staff	Complete	Being delivered as part of training programme for Transformation Programme. Waiting for confirmation on the number of floor walking clinics held during rollout project.	June 2012
A3.3 60 videocasts on different ICT topics to HC staff	Green	24 videos created to date. Outlook Calendars and Excel Pivot Tables have been drafted. Next videos will be SMOP and how to use the Knowledge Base. Potential for education videos to be made at eSkills event and Safe Highlander.	September 2016
A3.4 A dedicated online library of training courses for all teaching staff	Complete	In Place. Complete. My Online Learning and Refresh Toolkit provided.	June 2012
A3.5 Online learning for corporate HC staff	Complete	Platform in place awaiting content from Highland Council on Information management.	June 2012
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	In progress following completion of CRM project. To agree completion date for this. THC have started procurement for a new CRM service therefore this is no longer applicable.	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	UHI Virtual Career Fair Talent Scotland Summer Placement – Career and CV advice Glen Urquhart Career Fair Your Future in IT, with eSkills & HIE – 13 th March 3 Modern Apprenticeships fulfilled in Alness and 1 within telephony team. First MA Steering Group Meeting took place September 29 th . Attending Glen Urquhart Career Fair again on November 20 th .	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	Green	Discussions still ongoing for promotion of these workshops. Concern regarding workshops outside Inverness. 22 Young Carers have completed the workshops. 8 places are booked for Nairn in the coming weeks.	September 2016
A5.2 45 'DWP Work Scheme' training places through Job Centre Plus through ReBOOT	Amber	8 DWP placements have now been completed Meeting held with Employability Team – to be discussed further Meeting with ReBoot was valuable here – they are going to supply details of all work placements they have completed in Inverness for record. Possible consideration of reducing this volume and changing to 6 month placements through Community Jobs Scotland which ReBoot can fulfil.	September 2016
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	£500 IT voucher given to winning junior folk group. MOD 2013 prize has been claimed and is on its way to the winning group. Staffin Primary won 2014 and we are waiting for them to get in touch.	Annual
A6.3 12 work experience places for School Leavers through ReBOOT and Fujitsu.	Green	9 places already delivered by Fujitsu. 3 remaining.	September 2016
A6.4 20 Innovation Sessions to Highland Schools	Green	9 events have been held to date. Another 4 are planned for 2014.	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. This post is continuing.	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
A6.7 Safe Highlanders 2012 – 2014 Internet Safety Training to 2,000 School Pupils	Green	Safe Highland 2014 planning is underway. Safe Highlander completed successfully – surveys are to be collated by Fujitsu. Inverness Surveys returned to HLH. Very positive feedback received. Wick Safe Highlander was well attended and completed successfully. Confirmed attendance next year.	September 2016
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	The number of devices refurbished continues to rise with the number now standing at 3,068 plus 116 printers.	September 2016
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	2013 Report has been issued – queries regarding network increase have been raised. Stephen Carr is currently reviewing for THC and the report will be formally presented in August.	Annual
B3.3 Support the Council with their 'Carbon Reduction Commitment' through the Community Benefits Programme Manager role.	Green	In place, have presented to CCWG and met with Highland Council's Sustainability Officer. '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 with regular reporting and reduction driven through the Transformation Programme. This is ongoing and more accurate results will be seen when the 2012 Carbon Report is finalised and the 2013 one begins.	Annual
B5 MAJOR SUPPLIER AUDIT			
B5.1 Ensure that 'major suppliers' will go through our supplier mgt programme	Green	In place with Supplier Audits of major suppliers complete or in progress.	Annual
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 and being delivered as part of the Transformation Programme.	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	Green	A skills matrix has been supplied to Highland Opportunity. Meeting to be arranged to discuss possible alternatives with social enterprises. Meeting Alison Clark prior to Project Board – update will be provided. ICT Roadshows highlighted certain areas where more training would be valuable.	Annual
C2 COMMUNITY ENGAGEMENT			
C2.1 Work with the Council's Procurement team to use Public Contracts Scotland to advertise sub-contracting opportunities.	Green	Advice received from Highland Council procurement Manager on how this can be implemented. Fujitsu to be set up as a contracting authority on PCS.	Dec 2011
C2.2 15 Volunteer places with ReBOOT through SCVO	Complete	Interest in volunteer placements registered with various organisation e.g. Job Centre. To date 12 volunteers have been taken on Volunteers continue to be a valuable resource for Reboot 32 volunteers in Inverness in total.	September 2016
C3 COMMUNITY ICT			
C3.1 Annual Report on Community Benefits Programme	Green	Year 4 report issued and reviewed at previous Project Board.	Annual