

THE HIGHLAND COUNCIL**Resources Committee – 27 May 2015****ICT Services Performance Report
October 2014 to March 2015****Report by the Depute Chief Executive/Director of Corporate
Development**

Agenda Item	20
Report No	RES/ 47/15

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 October 2014 to March 2015.

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 but now with increasing input from external applications providers as well.
- 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, chaired by the Highland Council's Depute Chief Executive, and an ICT Executive Board, chaired by the 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 (ICT) within the Council, including the management of all its ICT contracts. This has again been an extremely busy period with significant change within the ICT estate. Key achievements of ICT Services Team are listed below.
- 2.2 The work of the ICT Re-Provision Team during the period has focussed on completing the Procurement Approach and developing both Programme and Competition Stage Plans. The Procurement Approach was approved at the Re-provision Board on 19th March and the ICT Executive Board (Members) on 14th April 2015. The Competition stage Plan was approved by the Re-provision Board on 28th April and by ICT Executive Board (Members) on 11th May 2015. Reports containing the Procurement Approach and Competition Stage Plan will be presented to the Resources Committee on 27th May 2015.

2.3 This period has seen some significant and resource intensive initiatives coming to successful conclusion. The key areas to highlight are:

- PSN project – more detail in 2.4 below;
- Unified Communications project – more detail in 2.6 below;
- Transfer of telephony service from Fujitsu to ICT Services on 1st April 2015;
- Procurement of a new mobile phone contract – awarded to Vodafone;
- Go-live of the new Integra financial management system on 1st April 2015;
- Go-live of the “cloud hosted” IDOX ePlanning system on 23rd March 2015;
- Refurbishment of HQ Chamber voting system and microphones;

2.4 The Public Services Network (PSN) renewal date for Highland Council is April 2015 and resources have been focussed on the work to achieve re-accreditation. The work has encompassed 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

The first three of these elements have been completed and ICT Services received confirmation on 29th April 2015 that the Council has been successful in getting re-accreditation – not just for one more year but for two, meaning that it will be April 2017 before we have to re-submit. This is a significant success that demonstrates the hard work of the team over the last quarter.

2.5 A pilot has been run with a small group of Members to test the proposed new Office 365 “cloud” email service and to establish whether use of non-Council devices will work. The pilot has completed and it has successfully demonstrated the system but with some further refinements to make. The plan now is for a phased approach bringing all Members onto the new platform from June to August 2015. Several options are being considered regarding devices. Members can continue to use their existing laptops, but re-configured to work with the new service, or they can use their own devices to access the new service. Supply of alternative tablet devices to Members to replace existing laptops is being investigated and is subject to cost implications and support model being agreed.

2.6 The Unified Communications pilot continues and during this period the rollout of Microsoft Lync unified communications to the Dingwall pilot sites has completed. A number of technical issues have arisen from the pilot and the focus is on resolving these and completing a design for the whole estate before continuing with the wider rollout. A separate report to this Committee provides more detail on this project.

3 Fujitsu Services – Contract Performance and Delivery

3.1 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 to Local Area Network and Telephony. The telephony service did successfully transfer to the Council on 1st April 2015 and four staff were transferred under TUPE. The network service has not changed due to a number of procurement issues and currently remains with Fujitsu. Future provision of network services is being handled as part of the overall re-provision project.

4 ICT Projects

- 4.1 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.
- 4.2 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.
- 4.3 At the end of March there were 19 live ICT projects, of which 14 were at green status, 2 at amber and 3 at red.
- 4.4 Several key projects have successfully completed or are close to completion in this period, including the Integra Corporate Financials, Chamber voting system, Corporate Property Asset Management System (CPAM-IS) and the IDOX ePlanning projects.
- 4.5 The ICT Development projects at RED status were:

LAN/WLAN/Telephony Exit – this project was initiated to manage the exit of these functions from the Fujitsu contract. For the period covered by this report the project was shown as red as it was clear that due to an extended procurement timetable the exit for LAN and WLAN was not going to happen in the planned timescale – by 1st April 2015. The LAN/WLAN procurement concluded but the Council was not able to award a contract due to no compliant bids being submitted. Therefore it was subsequently decided that this part of the exit would not happen and service continues with Fujitsu for the immediate future. The exit for Telephony Services did conclude successfully on 1st April 2015 and that service is now delivered in-house by ICT Services.

Wireless Guest Access – this project was set up by Highlife Highland in order to offer free guest WiFi in all Highland libraries. Although the service is now available to the public there have been a number of technical difficulties with Fujitsu's solution leading to a delay of approximately 5 months in getting the final solution in place. By the time of this meeting, it is expected that all technical problems will have been resolved.

Unified Communications – the Unified Communications pilot project is shown as red as the pilot is running some months behind schedule, due to a number of technical difficulties, which have also resulted in an adjusted budget. A separate report is presented to this meeting covering the project in more detail.

- 4.6 The **Aspien** project has now been formally terminated by the Council and all final payments made to Fujitsu. An internal audit report will be taken to the 18 June 2015 meeting of the Audit and Scrutiny Committee.

5 Fujitsu Services – Core Service Delivery

- 5.1 Fujitsu Services are responsible for the operation of most of the Council's ICT systems and services including Service Desk, incident & problem management, routine changes and operational management of third parties.
- 5.2 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 November for catalogue item implementation; this was an effect of a single request failing, resulting in a service level of 98.48%.
- 5.3 There were 12 major incidents raised during the period, with these being related to the following elements of ICT, Application = 9, Networks = 1, Security/Share Drives = 1, Server = 1 (Blackberry).
- 5.4 During the defined period we experienced a very high level of change with a range of projects being delivered, all creating demand on Fujitsu and ICT Services resources. Resource availability was further constrained as we focused on addressing security vulnerabilities, enabling the successful Council's PSN submission and accreditation.
- 5.5 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. To react to previous low response rates, Quarter 3 saw a set of simplified questions and a new SharePoint delivery workflow established to distribute the survey automatically to the Services. It was also made mandatory for a negative response to be accompanied with a reason.

As indicated in Appendix B, Q3 saw a satisfaction score of 88.03% and Q4 slightly better at 90.02%. The return rates for both quarters remain extremely poor and discussions are being held with Fujitsu currently to look at ways to better measure satisfaction. Even using this new delivery method; out to 102 people, there was 20 responses on average, i.e. 20% were returned.

- 5.6 In the period covered by this report a total of £6,220, worth of Fujitsu Service Credits has been generated due to failures in meeting KPI's, equating to £9,330 in Fujitsu Service Development Credits.

6 Fujitsu Services – Community Benefits

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- 6.1 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.
- 6.2 This has proven to be an extremely successful element of the current contract. Of the 42 commitments in the Community Benefits Plan - 17 are complete, 24 are on schedule and 1 is behind schedule. The highlights for the last period are:
- ReBoot initiative - 1,553 recycled computers distributed to community groups and school pupils.
 - Successful support for Seagull Trust Cruises summer season with Fujitsu’s Service desk handling 360 booking calls for 2,085 passengers.
 - Fujitsu are providing support for Seagull Trust social media 2015 events now also programmed.
 - Fujitsu engineers now have Community Benefit activities built into their objectives for the year – e.g. school trips, IT advice and Duke of Edinburgh Award training.
 - Glasgow University researchers using this Community Benefits programme as an example of success.
 - Support for Glen Urquhart High School careers fair on 20th November 2014.
 - Google Glass competition held at Wick High School on 21st November 2014.
 - Fujitsu acting as STEM Ambassadors – Science, Technology, Engineering and Mathematics with upcoming events including the Inverness Science Festival.
 - Continued support for “Apps for Good” competition for schools.
 - Approval of the Carbon Reduction Report – ICT energy costs have halved between 2010 and 2015.

A detailed update of progress is given in Appendix D.

- 6.3 One deliverable is amber, provision of 45 DWP Work Scheme training places. This scheme is not running anymore. Consideration is now being given to changing this to 6 month placements through Community Jobs Scotland with ReBoot.

7 Vodafone (Pathfinder North) - Contract Performance

- 7.1 During this reporting period, October 2014 to March 2015, Vodafone has continued to provide the Pathfinder North Partners with a good level of service resulting in a high proportion of service levels being achieved and service availability maintained.
- 7.2 The service has met the SLA targets for average availability, over the 401 Highland Council sites currently connected to the Pathfinder Network, there were 17 SEV1’s logged across the region during the reporting period.

Monthly Service Site Availability SLA – Highland Council

October	November	December	January	February	March
99.94%	99.98%	99.93%	99.90%	99.96%	99.95%

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- 7.3 It should be noted from the above that January was a very challenging month for Vodafone. Extreme weather and power outages resulted in Vodafone invoking “Force Majeure” for limited sites / areas during the period of 8–19 January 2015. Regular Major Incident updates were issued by Vodafone on a daily basis and passed onto impacted Partners. 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.
- 7.4 It should also be noted that since the last reporting period there has been a further reduction in live sites from 404 down to 401. As noted in the previous report this trend continues to reduce the costs on the out-going Vodafone contract with any savings retained in an earmarked account available to assist with implementation costs on the new SWAN contract.
- 7.5 The total amount of service credits due to The Highland Council, accrued during this contract year to March 2015 is £45,650.35, this equates to £68,475.53 investment credit value for spend with Vodafone. Unused service credits can also be claimed and used to further assist with general contract costs. Highland Council on behalf of Pathfinder North have pro-actively utilised their Investment Credits to achieve best value, funding the delivery of WAN services to the end of the current contract with Vodafone to three new Primary Schools, Gaelic and Lundavra Primaries in Fort William and Noss Primary in Wick.
- 7.6 The Pathfinder North contract with Vodafone ends on the 20th March 2016 with a further 6 months formally agreed to 20th September 2016 for transition to SWAN after which the commercial agreement with Vodafone ceases completely. The intention is to commence the Transition to SWAN prior to March 2016.

8 Scottish Wide Area Network (SWAN) – Vanguard Project

- 8.1 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 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
- 8.2 A separate report is presented to this Committee providing the latest position on SWAN.

9 Implications

- 9.1 Resource Implications: Cost - The Fujitsu and Vodafone contracts continue to be delivered within budget. In 2013-14, efficiency savings of £600k were achieved in the core Fujitsu contract budget and the same level of saving has been 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 one-off £1.2million saving against the core budget, therefore delivering a total savings £2.4 million over a 2 1/2 year period. Further savings of £500k are agreed for 2015/16 relating to modernisation and streamlining of the Council's ICT in the areas of Unified Communications, a change in the SLA, automated password resets and introduction of web-chat.
- 9.2 Legal Implications: 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 re-accreditation for PSN compliance will be key to enabling the continued provision of a number of services that the Council is legally obliged to provide.
- 9.3 Equality Implications: There are no equality implications arising from this report.
- 9.4 Climate Change/Carbon Clever Implications: New ICT equipment continues to provide carbon reductions and cost savings through reduced energy use.
- 9.5 Risk Implications: There are no new risk implications arising from this report.
- 9.6 Gaelic Implications: There are no Gaelic implications arising from this report.
- 9.7 Rural Implications: There are no rural implications arising from this report.

10 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 successful 2-year PSN re-accreditation.
- 3 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: Depute Chief Executive
Authors: Vicki Nairn, Linda Johnstone, Jon Shepherd.
Date: 5 May 2015

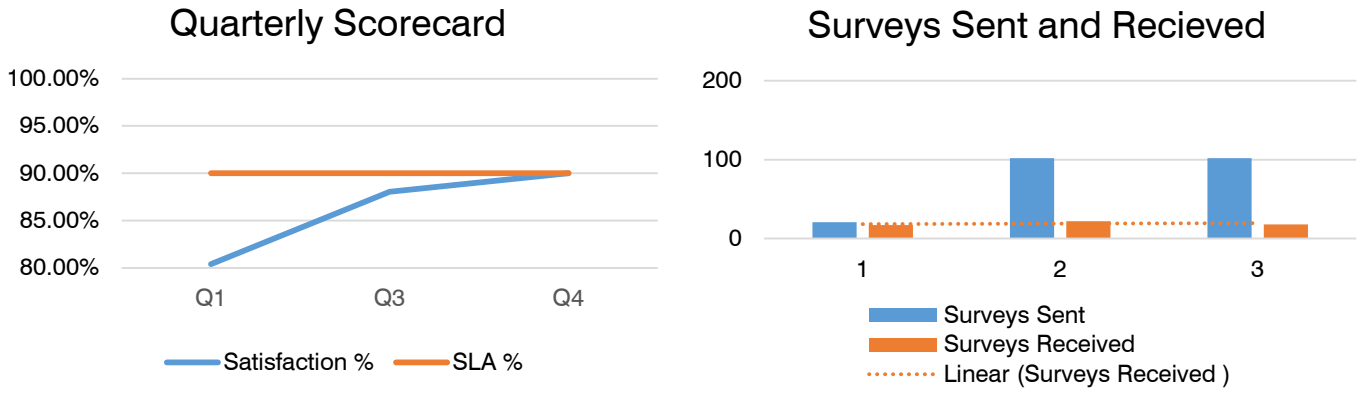
Appendix A

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 October 2014 – March 2015

Measure	SLA	OCT	NOV	DEC	JAN	FEB	MAR
Service Desk							
Overall - Calls Answered Within 20 Seconds	>70%	73.69%	74.26%	77.36%	80.93%	83.10%	74.51%
Overall - Calls Abandoned After IVR Message	< 3%	2.99%	2.98%	2.79%	1.96%	1.65%	2.89%
Managed Desktop							
Severity 1 Service Failure (Time to fix 4 Hours)	>95%	100.0%	97.9%	100.00%	98.97%	98.53%	95.92%
Severity 2 Service Failure (Time to fix 6 Hours)	>95%	100.0%	96.55%	100.00%	100.00%	100.00%	100.00%
Severity 3 Service Failure (Time to fix 8 Hours)	>95%	96.23%	96.13%	98.29%	98.89%	98.02%	95.86%
Overall - First Call Resolution Rate (First time Fix)	>70%	71.20%	70.53%	70.12%	72.15%	70.38%	70.39%
Follow on Service Failures	< 5%	2.08%	2.63%	0.00%	1.89%	1.09%	1.30%
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%	98.48%	100.00%	100.00%	100.00%	100.00%
Defined Managed Service Response Times							
Defined Managed Service Availability	>99%	99.87%	99.87%	99.90%	99.97%	99.97%	99.95%
Defined Managed Service Availability 4 Star Service	>99.50%	N/A	100.00%	100.00%	N/A	N/A	N/A
Defined Managed Service Availability 5 Star Service	>99.80%	N/A	N/A	100.00%	99.84%	100.00%	99.99%
Defined Manage Service Interruptions	< 4	0	1	0	2	0	0
Defined Manage Service Interruptions 4 Star Service	< 3	N/A	0	0	N/A	N/A	N/A
Defined Manage Service Interruptions 5 Star Service	< 2	N/A	N/A	0	0	0	0
Asset Register Accuracy	>99%	99.81%	100.00%	99.94%	99.94%	100.00%	100.00%

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				
Category F Schools Refresh	FJS	BAU	Green	n/a
CRM Replacement	THC	BAU	Green	n/a
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				
Mobile Service Delivery	THC	Innovation	Green	n/a
Between Gateway 2 and Gateway 3 Project Initiation				
Local Taxation e-Services	THC	Innovation	Green	n/a
Between Gateway 3 and Gateway 4 Project Delivery				
LAN/WLAN/Telephony Exit	THC	Innovation	Red	n/a
Wireless Guest Access	FJS	Infrastructure	Red	Green
PSN Phase 2	FJS	Compliance	Amber	Green
Curriculum Chromebook Pilot	THC	Innovation	Green	Green
Corporate Financials Replacement	THC	BAU/Innovation	Green	Amber
Infrastructure/Server Rationalisation	FJS	Infrastructure	Green	Green
SEEMiS	THC	BAU	Green	Green
Unified Communications	THC	Infrastructure/Innovation	Red	Amber
CareFirst Infrastructure Upgrade	FJS	BAU	Green	Green
Digital Access Service (NDL Integration, Achieve Forms, Netcall)	THC	Innovation	Amber	Amber
Integrated HR and Payroll	THC	Innovation	Green	Green
IDOX ePlanning Upgrade	THC	BAU	Green	Amber
Between Gateway 4 and Gateway 5 Benefits Realisation				
CPAM-IS	FJS	Innovation	Green	Green
Chamber Voting System	THC	Infrastructure	Green	Green
Aspien Debt Recovery System	FJS	Innovation	Green	Red
Housing System Upgrade	FJS	BAU	Green	Green
Web Content Management System	THC	Innovation	Green	Green
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. The remainder are expected to be completed during the rolling refresh project when the scope of this project is determined.	March 2015
A1.2 5 Fujitsu trainee places	Green	On track – to date 3 graduate placements have been fulfilled and 1 advanced apprentice. A university student is joining the account from May to September for paid work experience	March 2015
A1.3 30 SDS 'Getting Ready for Work' through Reboot	Green	ReBoot have fulfilled 3 GRFW placements – as this scheme no longer exists ReBoot recruited via: <ul style="list-style-type: none"> • 9 Compulsory Work Placement • 9 Community Jobs Scotland placement • 1 Barnardo's Work Trainee Placement 	March 2015
A2 DEVELOP TRAINEES			
A2.1 Development pathways for trainees	Green	Commenced with the start of the first trainee on the 1 st August. Both industrial trainees have been given permanent roles within Fujitsu and have undertaken professional accreditations. 3 rd Graduate is currently going through formal accountancy qualification ACCA Qualification	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

COMMUNITY BENEFITS PROGRAMME PRODUCTS	RAG STATUS	COMMENT	TARGET DATES
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. Meeting to be arranged with Tony Grady for a further 3 corporate videos. Discussions ongoing regarding curriculum.	March 2015

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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	Complete	In progress following completion of CRM project. To agree completion date for this. Removed from scope	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 (TUPE to Highland Council) Attended Glen Urquhart Career Fair. Further recruitment taking place for the Service Desk Fujitsu took part in Modern Apprenticeship Week and will be in SDS brochure.	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. 43 Young Carers have completed the workshops. Really positive feedback has been received.	March 2015
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.	March 2015
COMMUNITY BENEFITS PROGRAMME PRODUCTS	RAG STATUS	COMMENT	TARGET DATES
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	Green	Contact has been made with the winning group for 2013. We are awaiting their IT wish list. Mod this year in Inverness – looking to see how we can support	Annual

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technology prize		in a different way. Conf call with Morag Anna 6 th October. Last year's winners have claimed the £500 prize.	
A6.3 12 work experience places for School Leavers through ReBOOT and Fujitsu.	Green	9 places already delivered by Fujitsu. 3 remaining.	March 2015
A6.4 20 Innovation Sessions to Highland Schools	Green	9 events have been held to date. Another 4 are planned for 2014. SMARTbus visited the Highlands again in November. Will return in 2015. Supported Wick High School in Wearable Tech Competition.	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. Committed to Safe Highlander 2015 – Inverness, Fort William and Wick. Starts May.	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	ReBoot completed this activity in March 2015 – all 3,500 devices were refurbished for The Highland Council's project to distribute these to the community. Approximately 1,800 devices have gone to community organisations via this project. In total 11,073 devices have been issued to ReBoot, beyond the 3,500 for refurbishment, all have been recycled.	March 2015
COMMUNITY BENEFITS PROGRAMME PRODUCTS	RAG STATUS	COMMENT	TARGET DATES
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	Complete	Delivered.	Sept 2010

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emissions generated through ICT.			
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

COMMUNITY BENEFITS PROGRAMME PRODUCTS	RAG STATUS	COMMENT	TARGET DATES
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. <i>This commitment has been reworked to provide Social Media and general IT advice and guidance to community groups. To kick start, Fujitsu have been assisting the Seagull Trust with their Social Media campaign. Fujitsu have created Facebook, Twitter and Instagram for the Seagull Trust and are currently running these until volunteers are comfortable taking over.</i>	Annual
C2 COMMUNITY ENGAGEMENT			

OFFICIAL

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. At the end of ReBoots time in Walker Place, they had had 42 volunteers.	March 2015
C3 COMMUNITY ICT			
C3.1 Annual Report on Community Benefits Programme	Green	Year 4 report to be completed.	Annual