CARLISLE CITY COUNCIL www.carlisle.gov.uk	**Resources Overview and Scrutiny Panel**	**Agenda Item:** **A.4**

Meeting Date: 13th JUNE 2017

Portfolio: CROSS CUTTING

Key Decision: No

Within Policy and
Budget Framework YES

Public / Private Public

Title: CORPORATE PROGRAMME BOARD

Report of: TOWN CLERK & CHIEF EXECUTIVE

Report Number: CE 07/17

Purpose / Summary:

The Transformation Board has subsumed the work of the Corporate Programme Board. Its role is to ensure that there are effective governance arrangements in place for the projects that the Council undertakes. This report provides an update on the work of the Transformation Board and projects currently being undertaken in the Council.

Recommendations:

The Panel is asked to note and comment on the most recent summary of projects and governance arrangements in place as contained in Appendix One, and the actions being taken to support projects with issues. At Appendix Two is a summary of the standalone IT projects and their current status.

Tracking

Executive:	
Overview and Scrutiny:	
Council:	

1. BACKGROUND

1.1 The Transformation Board has a high level advisory and monitoring role in relation to the projects delivered by Carlisle City Council. As requested by the Panel, a six monthly progress update on projects has been provided by the Transformation Board.

2. PROPOSALS

2.1 Project progress in the last six months

A summary of the status of current projects within the Council is detailed in Appendix 1. This contains a summary of current project status. The majority of Council projects are progressing to schedule. Those that have issues are indicated with an amber rating, indicating that there are some issues which require attention. There are no projects experiencing major issues, which would have required a red rating.

The key achievements and achievements per project in the last six months are set out below:

Local Plan

Adoption of the Carlisle District Plan was agreed at a meeting of the full Council on 8th November 2016. No challenge through the Judicial Review process received to the Plan in the 6 week period post adoption. This project is now considered to be complete and as such will be removed from the Project Status report.

Public Realm Improvements

The County Council advised that a consultation exercise with both the neighbours of the proposed signage and the County Council as Highways Authority be undertaken. The process for this has been agreed and documentation prepared. Key activities for the next period include securing consent from the County Council to "dig" in the highway and ultimately look to commence installation of signage.

Durranhill Industrial Estate – Environmental Improvements

On site works are now complete apart from minor snagging. The project is almost complete and final reconciliation is pending. The project status report will be updated in due course. It is not anticipated that the final cost of the project will be in excess of the grant funding awarded, however, this is not known for certain until the final account is agreed.

Affordable Housing Programme

Colleagues are working on reviewing the proposed changes set out in the Housing White Paper, in respect of Starter Homes. However, the revised Starter Home proposals (10% on new sites with discounts repayable for 15 years) are now less onerous than originally anticipated and can be accommodated within Local Plan policy.

Rethinking Waste

The formal TUPE process for the green box contract started on 6th January 2017.

New split back vehicles have been used to collect green box materials (paper, glass and cans) since 1st March 2017. Another fleet of vehicles arrived in May. The green box service will be merged with the green bag service from June 2017 and all materials will be collected in a single pass. Residents and members will receive details on the revised schemes including a general leaflet and a new collection calendar. This should help aid a smooth transition to the new arrangements.

There is further work to be done to enable a review of the rounds to be completed. This will be done in full consultation with operational staff. The Panel will be kept informed.

Mitigating actions are in place to address risks associated with the project.

E-Purchasing/ Ledger Upgrade

Software has been installed on servers and the system has been upgraded to support this. An upgrade to the Financials software will enable the installation and rollout of e-purchasing to begin in June 2017.

Digital & Information Services projects

A number of standalone IT projects are now complete. The majority of IT project work will be focussed on the delivery of the Council's ICT Strategy. Attached at Appendix Two.

Public Realm Caldewgate

Hazel Reeves Sculpture has been awarded the contract to produce a "Cracker Packer" figurative bronze sculpture. The contract for the work has been signed and sealed. The artist is to progress the public engagement with the current and past workers of the McVities factory. There are no significant risks identified at present with the project.

Crindledyke Cycleway

Some planning issues have been raised by the County Council which have been responded to and planning permission has been granted. There had been some delay by Electricity North West around the installation of cables, this work is now complete.

PRISM

The decision not to further develop Project Server 2013 or roll it out for service planning means that the PRISM project can now be closed. The Project Status report will be updated to reflect this.

Power BI is operational and will continue to be developed outwith of this project.

Asset Recovery Programme

Reinstatement of the City Council's flood affected property assets are on track and within budget. Details are contained in Appendix One.

Castleway Crossing

At a meeting of the full Council on 8th November 2016, a decision was made to progress with the construction of the scheme to construct a Toucan Crossing over Castle Way, Carlisle. Recent project activity in this regard includes:

- The Section 278 agreement is completed
- Tenders have been invited and 2 returned. The contract was awarded to Thomas Armstrong
- Design of raised table has been amended to both reduce costs and minimise the disruption to road users.

Members of the Panel are asked to note that the successful tender exceeds the available budget. Discussions have taken place with colleagues in Financial Services to identify additional funding sources to resolve this.

Work commenced on site on 13th March 2017 with an anticipated completion date of 30th June 2017. Much of the work will take place overnight so as to minimise disruption.

European General Data Protection Regulation (GDPR)

The European General Data Protection Regulation is a major refresh of data protection law which will apply to the UK despite its exit from the European Union.

The Transformation Board were made aware of this project at its meeting in April 2017 where the Project Initiation Document and business case were approved. Key milestones in this project include the appointment of a Data Protection Officer. Elected members will be briefed as the project progresses.

Carlisle South Masterplan

Carlisle City Council received notice of inclusion within the Government's Locally Led Garden Village programme. Allocation of the funding to take this forward is allocated within the Medium Term Financial Plan for 2017/18. Consultants have been appointed to undertake key aspects of the evidence base including a landscape and townscape assessment. Project risks continue to be monitored and reviewed, there are none that require reporting at the current time.

Community Infrastructure Levy

This project has only recently been initiated. However, it has been requested that the project be paused to enable a full assessment of the potential movement from Community Infrastructure Levy to Local Infrastructure tariff in order for colleagues to obtain best value for the Council. This request for change will be considered at the next meeting of the Transformation Board in June 2017. There is a risk of potential slippage to the programme but mitigating actions are in place.

3.   CONSULTATION

3.1   The Transformation Board met on 18th April and considered the Project Status report at this meeting.

4.   CONCLUSION AND REASONS FOR RECOMMENDATIONS

4.1   The Panel is asked to note the most recent summary of projects, as contained within Appendix 1 and 2 and the actions being taken to progress projects.

5.   CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

The Transformation Board works to ensure quality assurance, alignment to key objectives and sound risk management arrangements in the delivery of the Carlisle Plan**.**

Contact Officer: **Jason Gooding**   **Ext: 7001**

Appendices
attached to report:

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers:

• **None**

CORPORATE IMPLICATIONS/RISKS:

Community Services -

Corporate Support and Resources –

Economic Development –

Governance and Regulatory Services –

Corporate Programme Board   Project status report February 2017

Key to Status
Red   Overdue; Significant issues
Amber   Some issues
Green   On schedule; In progress

	Project Title and Description	Project Manager	Directorate	Recent project activity	RAG status	Issues and Emerging risks	Key activities for next period (Inc. mtgs where project is to be considered)	Requests for change
1	**Local Plan** The emerging Carlisle Local Plan sets out a planning framework for guiding the location and level of development in the District up to 2030, as well as a number of principles that will shape the way that Carlisle will develop between now and then. Once adopted it will replace the Council's existing development plan – the Carlisle District Local Plan (2001 - 2016) – and in this regard will constitute the primary document against which future planning applications for development within the District will be assessed. A new Local Plan is necessary in response to revised national legislation, policies and guidance. Delivery is fundamental in order to ensure that local control is regained with regards to the factors which will influence future growth within the District of Carlisle. The project will conclude with the formal adoption of the new Local Plan.	Garry Legg	Economic Development	24th February 2017 • Plan Adopted by Full Council 8th November 2016 • No challenge through the Judicial Review process received to the Plan in the 6 week period post adoption. • Project Completed	(Green)	None	None	Request to Close Project
2	**Public Realm Improvements** Develop and deliver a programme of public realm improvements in key areas of the City; Phase 1 Development of a comprehensive signage and interpretation package. Phase 2 - Public Realm interventions including cultural trails.	Mark Walshe	Governance and Regulatory Services	3rd February 2017 • Process for consultation agreed and documentation prepared • Hub copy complete	(Amber)	The County Council has, after several months of chasing, revised the consent process and advised that we need to undertake a consultation process with both neighbours of the proposed signage and the County Council as Highways Authority. We are currently undertaking the consultation process and seeking the consent of the County to "dig" in the highway. We hope that this will be the end of the formalities required and that we can commence installation.	• Complete consultation exercise • Secure consent from County Council to "dig" in the highway • Install signage	
3	**Durranhill Industrial Estate - Environmental improvements** Regeneration of Durranhill Industrial Estate. Funding has been secured from Cumbria LEP (£2m) to improve the road infrastructure on the estate. The Homes & Communities Agency funding (£225,000), will enable environmental improvements to be undertaken to assist with the disposal of the former Border TV site acquired through funding received from the former North West Development Agency (£1.8m).	Mark Walshe	Governance and Regulatory Services	3rd February 2017 • On site works complete apart from minor snagging	(Green)	Failure to complete the project could result in the HCA requesting repayment of the £2.05m grant funding allocated to date. By completing the project this risk will be significantly reduced. Delays to the project have led to compensation events however at this stage there is no expectation that the final cost of the project will be in excess of the grant funding awarded, however, we will not know for certain until the final account is agreed.	• Complete snagging. • Complete final reconciliation.	
4	**Affordable Housing Programme** The Affordable Housing Programme aims to increase the supply of new affordable homes for rent. This programme is funded through HCA grant through a partnership between the City Council, builder and registered provider. The registered provider will buy and manage the properties and let them at affordable rents (80% market rent).	Jeremy Hewitson	Economic Development	13th February 2017 • Old Brewery Residences (Impact HA) – proposal to convert under-utilised student accommodation to 37 affordable rented homes approved by DC Committee on 10.2.17. • Two Castles have been awarded £660k to deliver 20 affordable homes in mark waCarlisle (10 shared ownership & 10 Build to Rent) following a successful bid to the HCA – this is an 'indicative' bid, so the site is yet to be determined.	(Green)	We will review the proposed changes to the NPPF, set out in the Housing White Paper, in respect of Starter Homes. However, the revised Starter Homes proposals (10% on new sites with discounts repayable for 15 years) are now less onerous than originally anticipated, and can be accommodated within Local Plan policy HO4 (Affordable Housing). Increase in build costs, partly due to the impact of the weak pound post-BREXIT on imported construction materials. This has viability implications.	Work with Riverside and Carlisle College to progress the 'Demonstration Project' - Riverside are in the process of appointing a main development contractor following a tender on *The Chest*. They are hopeful they can achieve planning permission in the summer and start on site by the end of 2017.	
5	**Rethinking Waste** A review of the whole waste and recycling collection service, any future procurement of waste vehicles/services and consideration of depot location. The aim is to deliver a more efficient, joined up and convenient service within the	Colin Bowley	Community Services	21st February 2017 **TUPE transfer** The formal TUPE process for the green box contract started 06 January 2017. This has included meetings with our staff, FCC staff, trade unions, and arranging training and	(Green)	No new issues emerging at this time. There are risks to resolve with the transfer of the 'green box' service in house to minimise impact for residents and staff. FCC staff also need to	A specification for in-cab vehicle systems is being prepared. This needs to be compatible with Sales Force to improve service	

Project Title and Description	Project Manager	Directorate	Recent project activity	RAG status	Issues and Emerging risks	Key activities for next period (Inc. mtgs where project is to be considered)	Requests for change
constraints of budget and statutory requirements. The project will also address the declining recycling performance.			occupational health assessments ready for the start date of 1st March. Negotiations continue (RAG rated below) but as it stands at present there are potentially up to 12 FCC employees that may transfer to Carlisle City Council: o GREEN 5 x loaders o GREEN 1 x Clerk (part-time) o GREEN 1 x supervisor o AMBER 5 x driver / loaders (likely to be 4) One driver has indicated that he will not transfer and negotiations with the drivers and GMB continue on changes to their terms and conditions. Service continuity for residents will be the priority to ensure a smooth transition. In addition to the employees transferring we are also likely to engage some agency staff on a short term basis for the immediate weeks only. **Vehicles** The new split back recycling vehicles which will be used to collect the green box materials (paper, glass and cans) are at the local dealership and will be in service from 01 March. New refuse vehicles are also due to arrive in May. The smaller 16t vehicle to support rear lane bin collections in narrow lanes arrived November 2016. This is not fully in service yet due to some ongoing 'teething' problems. **Round Review** The green box service will be merged with the green bag service from June 2017 and all materials will be collected in a single pass. This service can then be extended to more rural and new build properties. New refuse and garden waste rounds are almost finalised. New recycling rounds are complete subject to refining. All rounds have been developed in consultation with operational staff. **Communications** A general leaflet, FAQs and a collection calendar have been designed for the new service. These will form part of the information packs for councillors and will be distributed to residents towards the end of May 2017. **Sale of Materials** The sale of materials contract has been out to tender. Discussions are being held with the successful bidder. **Health & Safety** The entrance to Bousteads was re-surfaced on 2nd February ready for the new motorised vehicle gate to be installed from 23 February 2017. A review of high risk collections is also being carried out to ensure our services remain safe.		operate to Carlisle City Council standards in terms of customer service, quality and safe working; this will be monitored.	responsiveness. Complete round review Finalise calendars, leaflets etc Promote the new apprenticeship opportunities	

Corporate Programme Board   Project status report February 2017

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				Performance Waiting times for delivery of containers has reduced to within 2 weeks which has seen a reduction in the number of people chasing delivery of their container. Almost 60% of boxes, bags, gull sacks are now collected from the civic centre rather than being delivered. All refuse and garden waste bins require delivery. 114 food waste digesters were sold in December following promotion of our Focus magazine (November edition). A review is taking place to reduce the number of properties with more than one refuse bin. This should reduce the amount of refuse people are placing out and improve recycling rates.	GREEN			
6	**E-Purchasing / Ledger upgrade** The project will implement E-purchasing throughout the authority which will streamline the ordering of goods and services and streamline with payment of invoices. The web enabled Financials Ledger system front end is required to utilise automatic alerts and process information through system workflow. This will also allow further system enhancements to be undertaken in the future, such as the Civica Fixed Asset module, transparency reporting module and e-budgeting and contract management.	Steven Tickner	Corporate Support and Resources	10th January 2017 Software installed on servers and system upgraded to latest version. Client software installed on test pc and interface testing in progress. Financials upgrade to go Live in February. Installation and roll out of e-purchasing will not begin until June due to year end commitments	AMBER	Year-end commitments means that e-purchasing implementation and roll out will not begin until June but following successful upgrade of servers and financials system the infrastructure is now in place.	Testing and interfaces and implementation	
7	**Digital Information Services projects** Standalone projects Security strategy projects IT strategy projects	Michael Scott	Corporate Support and Resources	See separate document detailing individual projects dated May 2017				
8	**Public Realm Caldewgate** Section 106 money from Sainsbury's to improve hard landscaping in Caldewgate - Church Street, Bridge Street and Shaddongate corridor.	Zoe Sutton.	Economic Development	23rd February 2017 Cracker Packer Statue • Through a tender process, Hazel Reeves Sculpture has been awarded the contract to produce a 'Cracker Packer' figurative bronze sculpture. • Contract has been signed and sealed. • Planning Permission has been applied for.	GREEN	No significant risks at present - 23rd February 2017	• Artist to progress the public engagement with the current and past workers of the McVities Factory. • Press release on 8th March, International Women's Day • Draw down funding from Pladis/McVities and Hunter Davies.	
9	**Crindledyke Cycleway** Construction of part of the proposed Connect2 Kingmoor - Caldew cycleway along the former Waverly line between Kingmoor and Carlisle city centre (Eden Bridge). S106 funding £281,000. The planning agreement specifies that the funding must be spent within 5 years of receipt of the money (26/07/2013).	Luke Leathers	Community Services	17th February 2017 • Work in nature reserve out to tender (Due back 20/02/17) • Planning issues raised by the County have been responded to and planning permission granted • Delayed Electricity North West cable installation work complete and re-instatement settlement agreed	GREEN	Cumbria County Council has not formally agreed to adopt all the sections in Belah (Disputing if new sections and lighting are required). Taking report to the Highways Working Group and then to the Highways Committee if required to get a steer. The route can be adapted if required to still meet requirements of the S106 agreements	• Complete work in Nature Reserve • Take report on adoption to Highways Working Group	
10	**PRISM (Projects Risks Issues Service Performance and Management Information)** The project will develop and roll out a corporate system called PRISM to manage resource allocation for projects and other Council activities and to create a management	Gary Oliver	Community Services	10th February 2017 The decision not to further develop Project Server 2013 or roll it out for service planning (24/1/17) means that PRISM project can now be closed. The administration and governance of corporate projects and risk management	GREEN			

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	information system (MIS) that can be queried to answer complex questions. The organisation's risks, issues and other performance information will also be managed. The software will provide the appropriate views and reports. The three strands to the PRISM project: 1. Implementation of Microsoft Project Server 2. Development of a Management Information System (MIS) 3. Development of a new Carlisle City Council performance framework with the possibility of incorporating a balanced scorecard approach.			within Project Server now comes under the remit of the PA Support Team. Power BI is operational and will continue to be developed outwith of the project.	Green			
11	**Asset Recovery Programme** To recover the Council's flood-affected services through the reinstatement of property assets, in the most cost effective, resilient, and timely way, having regard to the resources available and identified priorities. Significant redesign projects will report to CPB. Other projects by exception only.	Darren Crossley	Community Services	31st May 2017 • Recovery works programme is ongoing. Completed buildings are: - Old Fire Station - Warwick Street residential properties - Shaddongate Resource Centre - John Street Homelessness Accommodation (partial completion, further non flood related decoration works are now close to completion • Buildings in works phase: - Botcherby Community Centre (granted an extension to accommodate minor amendments to original specification) - Sheepmount Athletics and Football (contract awarded to Thomas Armstrong works start delayed to accommodate athletics club request) - Stoney Holme Golf Course (works underway) - Adrianos restaurant (delayed opening due to contractor kitchen design issues. Now being rectified) • Buildings in design phase - Civic Centre (insurance settlement agreed and initial design underway) - Bitts Park Lodge, Depot and Pavilion (new design for Lodge extension now being developed)	Amber	Key issues: • Minor issues relating to building completion are being managed via the contract for each site (Adrianos, Botcherby) • Design of the Civic Centre has been delayed due to insurance / budget settlement. Design now underway with consultation phase to begin early June • Design for Bitts Park has been delayed due to difficulties in obtaining an insurance settlement. Design now underway. • Works phase for Sheepmount Athletics facilities has been delayed due to difficulties in agreeing an insurance settlement. Value engineering and mobilisation with Thomas Armstrong is now underway.		
12	**Castleway Crossing** Construction of staggered toucan crossing for Castleway, linking the Castle and city centre. Budget is £300k, funded by Sainsbury's S106. Public consultation 8 July for 21 days (County notice) Feedback to Highway and Transport Working Group 26 August. Recommendation to Local Committee decision on 15 September. Planning approval sought mid August. Tender of works by October. Proposed completion date 17 February 2017.	Keith Poole	Governance and Regulatory Services	14th February 2017 • Section 278 Agreement completed, ready for signature. • Tenders invited, 2 tenders returned, contract awarded to Thomas Armstrong. • Design of raised table amended to reduce costs and minimize disruption to road users.	Amber	Successful tender exceeds budget available, discussions have taken place with Financial Services to identify additional funding sources. County Council Local Committee approval to be sought at 12th April meeting to delete footway paving on Castle Way from scheme due to high tender cost for this work .	Contract start date 13th March 2017, with anticipated completion 30th June 2017. Much of work to take place at night to minimize traffic delays. Night time resurfacing of Castle Way by County Council, 11TH May for 6 days. Site compound to be located on Castle Car Park. Discussions to take place with frontagers affected by works. Section 278 Agreement to be signed and bond deposited with County Council.	
13	**European General Data Protection Regulation (GDPR)** The European General Data Protection Regulation (GDPR) is a major refresh of data protection law which will apply to	Clare Liddle	Governance and Regulatory Services	16th February 2017 • Formal approval of project from Corporate Programme Board	Green	Lack of resources Lack of corporate buy in Inability to recruit Data Protection Officer	• Ongoing information audit • Make decision about appointing Data Protection	

Corporate Programme Board   Project status report February 2017

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Green   On schedule; In progress

	Project Title and Description	Project Manager	Directorate	Recent project activity	RAG status	Issues and Emerging risks	Key activities for next period (Inc. mtgs where project is to be considered)	Requests for change
	the UK whether or not it leaves the EU. The council will need to comply with the new law and **be able to evidence** that it complies.			• PID and business case completed • Project set up in Project Server • Letter drafted to send to IT system suppliers re ongoing compliance	🟩		Officer • Management briefing presentation (March or April) • Portfolio holder briefing • Discussion with other local councils	

14	**Carlisle South Masterplan**	Garry Legg	Economic Development	9th March 2017
				• Successfully awarded Garden Village status through inclusion in the Government's Locally Led Garden Village
				• MTFP allocation for 17/18 confirmed following bid
				• Presentation given to JMT and approval forthcoming on next steps to progress the project.
				• Consultants appointed to undertake key aspects of the evidence base:
				  o Growth sectors and locational and land requirements study; and
				  o Landscape and townscape assessment.
					🟩	Inclusion within the Government's Locally Led Garden Village programme necessitates an adjustment of time scales and scope of the project i.e. now much more than just a 'planning' exercise. Overall however these are positive issues.
						
						Project risks continue to be monitored and reviewed. No risk warrants being reported at the current time.
							• Secure Executive Approval for:
							  o Outline programme of work activities across the next 12 months
							  o Expenditure profile covering the next 12 months
							  o Governance arrangements
							  o Commencing stakeholder / public engagement
							• Appointment of consultants and commencement of Southern Link Road Phase 2 Preferred Route works.
							Completion of growth sectors study and landscape / townscape assessment.	

15	**Community Infrastructure Levy**	Garry Legg	Economic Development	27th February 2017 • Project initiated • Initial research and collection of data has been completed.	🟧	• Potential change from CIL to LIT • If progress with CIL without giving due regard to the government's statement may result in avoidable costs being incurred and time delays depending on any transition rules. • Possible slippage to programme and adoption of a CIL Charging Schedule.	• Analyse the information collated to date. • Review the recent government statement to review CIL in light of independent recommendations to move to a simplified system of Local Infrastructure Tariff (LIT). The government expect to make a further announcement in the Autumn Budget Statement. • Continued attendance at quarterly CIL northern working group to share best practice.	The project to be paused to enable a full assessment of the potential movement from CIL to LIT and how we can obtain best value for the Council.

ICT Services Programme and Project Status Report

Business As Usual - Applications Projects

Project	Reference	Sub-Project	Senior Supplier	Project Manager	Progress Status	RAG Status	Description	Comment	Target Completion Date	Predecessor(s)	Dependant(s)
RBSS	P0400	eClaim	MK		Completed	✓	Install and configure eClaim for al 3 Councils	Capita are doing the install, config and training with RBSS staff. We will be providing technical support.	N/A		
HR & Payroll	P0401	iTrent Recruitment	MK		Not Started	N/A	Move to iTrent Recruitment away for old Acess db.	Eileen Reid establishing funding for Midland consultant to complete the work - this will require very little resources from us. To be included in the 2017/18 Programme of Work for ICT Services.	Mar.-2018		
Planning	P0402	Establish a Test environment	MK		In-progress	🟢	Establish a test environment for all the planning systems.	Acolaid is complete. Awaiting supplier dates for DMS and PS but also need 2 new servers to put the system on.	Jul.-2017		
Finance	P0403	ePurchasing and Intelligent scanning	MK		Not Started	N/A	Work to configure and release a joined up full epurchasing and intelligent scanning systems.	Will not start until the rollout of v17 of Civica Financials project. To be included in the 2017/18 Programme of Work for ICT Services.	Mar.-2018	P0404	
	P0404	Upgrade to version 17	MK		Completed	✓	Upgrade live and test environments to version 17.	User acceptance testing underway	N/A		P0403

Business As Usual - Infrastrcuture Projects

Project	Reference	Sub-Project	Senior Supplier	Project Manager	Progress Status	RAG Status	Description	Comment	Target Completion Date	Predecessor(s)	Dependant(s)
WAN Replacement		Connect Council Sites	DS	MS	Completed	✓	Replace all existing network connections with new British Telecom connections following tender process.	Community Centres installations completed by 31/10/16	N/A		
		Extend Wi-Fi Provision	DS	MS	Completed	✓	Extend the provision of BT and council wi-fi to community centres.	Wifi Survey carried out at Currock/Greystone	N/A		
		Migrate Councillors and direct Broadband from Vodafone to BT	DS	CL	In-progress	✓	Vodafone want all project access circuits ceased	Scoping email sent to affected parties with a view to move them by end of November 2016	N/A		
LAN Upgrade		Replace Network Core in Civic Centre	DS	MS	In-progress	✓	Upgrade council's main network core to new Cisco 3750 switches	Switch over scheduled for 12/11/16	N/A		
		Replace Network Edge Switches	DS	MS	Not Started	N/A	Upgrade council's edge network switches in Civic Centre, Bousteads, Tullie House	Switches EOL Nov 2017 - also covers PCI-DSS compliance	Dec. 2017		
Telephony		Mobile Phone Contract	DS	CL	Not Started	N/A	The council's mobile contract expires in March 2017 so need to look to tender for a new agreement/supplier	Need to scope what the council needs in terms of mobile devices - data ect before a tender process. Likelyhood that costs will increase on a new contract given the services we may need to use.

Current contract to be extended on a month by month basis with no increase in costs. | Oct. 2017 | | |
		Cisco Call Manager Maintenance	DS	CL	Not Started	N/A	Licensnes and maintenance can be exteded but need to scope our telephony requirements and alternatives	Also investigating Intrinsic hosting our call managers for resilience	Nov. 2017		
		IPCC options with Alan Kerr/Customer services for call queueing	DS	CL	In-progress	●	Alan Kerr would like a call queueing system similar to the contact centre and contact centre wish to investigate call back on queued calls	discussing options with Alan and customer services	Nov. 2017		
Computer Room Infrastructure Refresh		Upgrade or Replace Netapp SAN	DS	CL	In-progress	✓	SAN is End of Support 31st March 2017	Currently investigating options	N/A		
		Upgrade or Replace Vmware Hosts	DS	CL	Not Started	N/A	VMware hosts need replaced or move to hosted solution	Technology meetings started to cover this	N/A		
		Remove Unsupported Servers and PC's from Network	DS	CL	In-progress	●	Several Servers are running unsupported OS which is a security risk as identified in PSN healthcheck	Technology review meetings will formalise time scales but need to get departments on board to upgarde/ decommision systems	Jul-17		
Reinstatement of Old Firestation		Reinstate IT Provision after flooding	DS	CL	Completed	✓	Re-instate IT and Wi-Fi at Old Firestation following flooding		N/A		
Multi Functional Printers		MFP Contract expires Oct 2016	DS	CL	In-progress	●	Maintenence contract expires October 2016	Spoken with account manager and awaiting his response since September regarding continuing support	Nov. 2017		
New Passport Office within Civic Centre		Passport Office move to Civic Centre Interview Room	DS	CL	In-progress	✓	Passport office moving into an interview room in November	Server to rack mount in 1st floor comms cabinet along with their router switch and broadband	N/A		
Cumbria CVS Office Move		Moving to Technology Centre Shaddongate	DS	CL	Completed	✓	Cumbria CVS are moving the Penrith and Carlisle offices to The technology centre in Shaddongate	Awaiting completion of flood recovery work and re-instatement and CVS to decide which rooms to occupy	N/A		
Revenue and Benefits Server OS Upgrade		RedHat upgrade	MK	CL	Completed	✓	Move Academy to new redhat servers for all 3 Councils	Capita are doing the redhat and system migration but not the interfaces. Awaiting go live confirmation of dates from Capita.	N/A		
Firewall Replacement			DS	CL	Completed	✓	Replace existing corporate firewall.		N/A		

Security Strategy Projects

Programme	Programme Manager	Project	Reference	Sub-Project	Senior Supplier	Project Manager	Progress Status	RAG Status	Description	Comment	Target Completion Date	Predecessor(s)	Dependant(s)
Policy, Procedures and Training	MS	Development of New Policies	P0200		MS	MS	Completed	✓	This is the over arching project for the full review of IT security. This includes policies, training and infrastructure within Council	New PCI-DSS policies need to be integrated into policy web site.	N/A		P0201
		User Awareness Campaign and Training	P0201		MS	CL	Paused	●	Design and implement new IT security awareness campaign alongside user training and certification.	Need to identify resource to develop and deliver user training.	Dec.-2017	P0200	
Security Infrastructure	MS	PCI-DSS Compliance	P0202		DS	CL	Paused	●	Ensure the council retains its PCI-DSS compliance	Compliance plan developed and report to SMT being produced to fund compliance. Sub-projects will be added once agreement is reach on the way forward.	Oct.2017		
		PSN CoCo Compliance	P0203	Decommission Cisco ASA	DS	CL	In-progress	●	Replace existing Cisco ASA with Foritgate solution for VPN and site to Site connection	Quote received for new solution awaiting approval	Jun.-2017	P0019	
			P0204	Decommission Citrx Farm	DS	CL	Completed	✓			N/A		
			P0205	Domain Administrator Password Hardening and Change	DS	CL	Not Started	✓	Password needs changed	need to scope systems that use this username still	N/A		
			P0206	Apply Software patches to PCs and Servers	DS	CL	Not Started	✓	Apply missing patches to identified PCs and servers		N/A		
			P0207	Incorporate recommended settings into Windows standard build	DS	CL	Not Started	✓	Incorporate recommended Windows settings into our standard Windows build		N/A		
			P0208	GCF Replacement	DS	CL	In-progress	✓	GCF Framework ends March 2017 and new framework connection is required including a hosted PSN email solution	Email sent to Vodafone extending our current agreement from December 16 to March 17 and awaiting Vodafone's response on new contract	N/A		

Technology Strategy Projects

Programme	Programme Manager	Project	Reference	Sub-Project	Senior Supplier	Project Manager	Progress Status	RAG Status	Description	Comment	Target Completion Date	Predecessor(s)	Dependant(s)
Office 365	MS	Migrate to Email Service into the Cloud	P0001	Migrate to Exchange Online	DS	MS	Completed	✓	Migrate user's mailboxes to Microsoft's hosted email service		N/A		
			P0002	Implement email and document archiving	DS	CL	Completed	✓	Implement a service to archive user's email and documents.		N/A	P0001	
			P0003	Implement Email filtering and virus checking	DS	CL	Completed	✓	Implement Barracuda Filtering service with Archive for emails		N/A	P0001	
			P0004	Email Relay server	DS	CL	Completed	✓	Migrate from old websense email relay server to 2012 IIS version	Currently looking at options	N/A	P0001	
			P0005	Review mailbox and licensing requirements	DS	CL	Completed	✓			N/A	P0001	
		Windows and Office Upgrades	P0006	Create Windows 10 deployment environment	DS	CL	In-progress	N/A	Need a Windows 10 deployment environment as new devices no longer supporting Windows 7	Scoping exercise with Risual	Aug.-2017		P0008
			P0007	Create Windows Update Environment	DS	CL	Completed	✓	Need an newer Windows update environment to cover latest versions of windows	Scoping exercise with Risual	N/A		P0008
			P0008	Upgrade to Windows 10 and Office 2016	DS	CL	Completed	✓			N/A	P0006, P0007	
			P0009	Office 2010 Outlook update	DS	CL	Completed	✓	All windows 7 machines running office 2010 need KB2965295 update for outlook 2010 to support exchange 2016 in EOL (EOL 2016 date unknown) - alternative is mass roll-out of office 2013/16	Currently scoping roll-out options	N/A		
		Active Direction Upgrade	P0010	AD Health check and migration to a 2016 Forest	DS	CL	In-progress	🟢	Need to look at upgrading our 2003 Domain to a 2016 AD forest	Scoping exercise with Risual	Jun. 2017		
			P0011	ADFS Environment in Azure	DS	MS	In-progress	🟢	Have a hosted AD server in azure that Office 365 authenticates against so we aren't reliant on datacentre Domain controller	Building and testing underway	Dec. 2017		
		Implement Office 365 Services	P0012	Migrate to OneDrive for Business	DS	CL	In-progress	🟢	Migrate the contents of user's H: and K: drives to Microsoft's hosted file storage service.	Development of technical infrastructure design underway.	Aug.-2017		
			P0013	Implement Yammer	DS	CL	In-progress	🟢	Implement Yammer (internal social network) and Skype for Business (telephone/video calls and conferences.	Development of technical infrastructure design underway.	Oct.-2017		
			P0014	Implement Skype for Business	DS	CL	In-progress	🟢		Development of technical infrastructure design underway.	Aug.-2017		
			P0015	Implement SharePoint Online	DS	CL	In-progress	🟢	Migrate the Intranet and Project Portal to Microsoft's hosted service.	Development of technical infrastructure design underway.	Dec.-2017		
			P0016	Implement Office 365 Tools	DS	CL	In-progress	🟢	Implement Sway, Delve, Flow, PowerApps, etc.	Development of technical infrastructure design underway.	Mar. 2018		
		Implement Corporate Project Management and Risk Tool	P0017	Project Server	MS	CL	In-progress	✓	Potential redesign of Project	Agreed with DCE to migrate to Project Online. Detailed planning underway	N/A		
Cloud Services		Document Classification and Control	P0018	Implement Digital Rights Management	DS	CL	Not Started	N/A	Implement a service to control the distribution and management of user's documents.	Development of technical infrastructure design underway.	Nov.-2017		
		User Identification and Authentication	P0019	Dual Factor Authentication	DS	CL	Not Started	N/A	Implement Dual Factor Authentication into office 365		Nov.-2017		P0203
		End Point Security	P0020	Implement Enterprise Mobility Suite	DS	CL	In-progress	🟢	Ensure all devices connected to our network meet a minimum security standard.	Rescheduled to early next year to allow for completion of policy review so as to be able to implement any new requirements.	Nov.-2017		
		Remote Access	P0042	Implement a remote access solution to support mobile working	DS	CL	Not Started	✓			N/A		P0203
Cloud Hosting	CL	Application Delivery	P0021	Application Delivery Proof of Concept	DS	MS	Completed	✓	Identify most appropriate solution for providing access to line of business applications over the Internet.		N/A		
			P0022	Application Hosting Proof of Concept	DS	MS	Completed	✓	identify most appropriate platform to host our applications.		N/A		
			P0023	Implement application delivery solution	DS	MS	Not Started	N/A			Nov.-2017		P0204
		Application Hosting	P0024	Personnel/HR Applications	MK	CL	Not Started	N/A	Migrate personnel/HR applications to chosen platform.		May. 2018		
			P0025	Planning Applications	MK	CL	Not Started	N/A	Migrate planning application to chosen platform.		Dec.-2018		
Salesforce Platform	MS	Implement Core CRM Functions	P0027	Phase 1 of Salesforce Roadmap	MK	CL	Completed	✓	Implement the core functions of the Salesforce CRM and replicate the functionality of Qmatic into Salesforce.		N/A		P0028
			P0028	Phase 2 of Salesforce Roadmap	MK	CL	Completed	✓	Environmental Health is the focus.	Development underway for phase 2.	N/A	P0027	P0029

Programme	Programme Manager	Project	Reference	Sub-Project	Senior Supplier	Project Manager	Progress Status	RAG Status	Description	Comment	Target Completion Date	Predecessor(s)	Dependant(s)
			P0029	Phase 3 of Salesforce Roadmap	MK	CL	In-progress	🟢	Green Spaces and Waste Services are the focus.		Jul.-2017	P0028	
			P0030	Garage Database	MK	MS	Not Started	N/A	Develop Salesforce based app for the management of the council garage and fleet of vehicles/equipment.	Business case completed	To be agreed		
			P0031	Salesforce CRM for Comms	MK	CL	Completed	✓	Development of a CRM applications for the Communications team.	Application delivered to users for testing	N/A		
			P0032	RemedyForce	MK	CL	Completed	✓	Phase 1 - Replace Sostenuto for D&IS staff.	Self Service is being revamped so can't launch until after Winter 2017	N/A		
					MK	CL	In-progress	🟢	Phase 2 - Provide end user self service.		Mar. 2017		
		Web Site Development	P0033	Phase 1	BR	CL	Completed	✓	Redesign of council web site.	New web site well received	N/A		
			P0034	Phase 2	BR	CL	Completed	✓	Enhancement to council web site and extension of author/publisher role to users.		N/A		
			P0035	Brampton Community Centre		CL	in progress	✓	Phase 2 of development		Jan. 2017		
Master Data Management	CL	Spatial (GIS)	P0036	Dataset Rationalisation	MS	CL	In-progress	🟢	Rationalise spatial data and introduce processes to manage that data.	options appraised to deliver corporate GIS via cloud services	Oct. 2017		
			P0043	Migrate GIS service to the cloud	CL	CL	Not Started	N/A			Oct.-2017		
			P0044	Carlisle District Local Plan 2015-2030 Interactive Map	CL	CL	Completed	✓	Development of interactive map for Carlisle District Local Plan 2015-2030.		N/A		
		Property and Things	P0037		MS	CL	Not Started	N/A	Rationalise data relating to property and things and introduce processes to manage that data.				
		People and Businesses	P0038		MS	CL	Not Started	N/A	Rationalise data relating to people and businesses and introduce processes to manage that data.				
		Employees	P0039		MS	CL	Not Started	N/A	Rationalise data relating to employees and introduce processes to manage that data.				
Business Intelligence	MS	PRISM (Proof of Concept)	P0040		SO	MS	Paused		Develop proof of concept for the design and implementation of a range of management dashboards and balanced scorecards	Training organise for GO on Microsoft Power BI			
External Clients	CL	Migrate 3rd sector organisations to their own tenancy	P0041		DS	CL	Not Started	N/A	Move Tullie, CVS, ACT, Deaf Vision to their own Microsoft tenancy to enable them to take advantage of cheaper license costs	needs further investigation as Microsoft may or may not approve an organisation only after you have done the transfer (no indication beforehand they will be accepted) so this may increase costs above what we pay as a council.	May. 2018	P0001	

ICT Services Programme and Project Status Report

Service Improvement Plan

Programme	Programme Manager	Project	Reference	Sub-Project	Senior Supplier	Project Manager	Progress Status	RAG Status	Description	Comment	Target Completion Date	Predecessor(s)	Dependant(s)