Report

Report to:	Finance and Corporate Resources Committee
Date of Meeting:	7 September 2022
Report by:	Executive Director (Finance and Corporate Resources)

Subject:	2022/2023 Information and Communication Technology (ICT) Asset Management Plan

1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ advise Committee on the outcomes of the 2022/2023 Information and Communication Technology (ICT) Asset Management Plan.

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

    (1) that the contents of the report be noted; and
    (2) that the ICT Asset Management Plan for 2022/2023 be approved.

3. Background

3.1. The Executive Committee, at its meeting held on 22 September 2010, approved the implementation of an extended model for Corporate Asset Management from 2011. This included developing Asset Plans across a number of service areas, in line with CIPFA guidance, and summarised, under an overarching Corporate Asset Management Plan, which demonstrates how each area supports corporate objectives. The Service Areas are Property, Housing, ICT, Roads Infrastructure and Fleet.

3.2. The ICT Asset Management Plan aims to put in place effective ICT asset management processes which enable high quality ICT services to be provided to meet the needs of the Council.

4. Outcomes of the 2022/2023 ICT Asset Management Plan

4.1. The ICT Asset Management Plan outlines the priorities and strategies required to develop and support the ICT asset estate which is in place to support the business objectives of the Council whilst ensuring business continuity. The plan highlights the key actions planned for the year ahead, ensuring that the Council's ICT Assets are fit for purpose.

4.2. The programme to migrate all desktop and laptop PCs to Windows 10, delayed due to the pandemic, will conclude during the year.

4.3. A major programme of server upgrades will be conducted to maintain performance and security levels.

4.4. Several major business applications will be replaced, including Oracle Finance/HR/Payroll system to Oracle Cloud Fusion.

4.5. Ongoing upgrades to the Council's data network will include the replacement of network access switches which are nearing end of life, upgrade of lines to increase capacity and bandwidth, and replacement of firewalls and wireless access points to maintain and enhance data security.

4.6. A number of small telephone systems are reaching end of life/support, a replacement programme has been established.

4.7. Mobile phones running older versions of Android operating system will be refreshed.

4.8. The Information and Communication Technology Asset Management Plan for 2022/2023 is attached at Appendix 1.

5. Employee Implications
5.1. There are no employee implications.

6. Financial Implications
6.1. The details of the plans will influence future investment decisions and capital bids, but there are no direct Financial Implications from the production of the AMP.

7. Climate Change, Sustainability and Environmental Implications
7.1. There are no implications for climate change or sustainability in terms of the information contained in this report.

8. Other Implications
8.1. There are no significant issues in terms of sustainability or risk.

9. Equality Impact Assessment and Consultation Arrangements
9.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and, therefore, no impact assessment is required.

9.2. The statutory Consultation Authorities have confirmed that the Asset Management Plan is exempt from Strategic Environmental Assessment as its implementation will have minimal effect in relation to the environment.

Paul Manning
Executive Director (Finance and Corporate Resources)

15 August 2022

Link(s) to Council Values/Priorities/Outcomes
♦ Accountable, effective, efficient and transparent

Previous References
♦ None

List of Background Papers

♦ None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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Finance and Corporate Resources

South Lanarkshire Council

Information and Communication Technology

Asset Management Plan 2022/23

1.   Introduction and contextual statement

1.1   Information Technology Services within Finance and Corporate Resources employs 102 staff and administers a controllable annual budget of £6.65 million.

Information Technology Services operate as a centralised Information and Communication Technology (ICT) service provider for the Council, coordinating and delivering a wide range of services. These include the support and maintenance of PCs and servers, running business applications for all departments including schools. This delivery is supported by Council wide networks including fixed and mobile telephony, electronic mail, training, and all internet services.
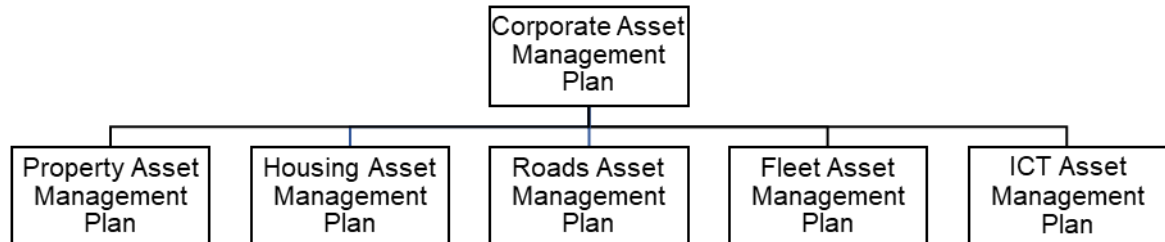
Information Technology has a significant role to play in enabling efficient and effective services throughout the Council. In addition to supporting and enabling the Council's values and objectives, the IT Service will be a key enabler of business transformation through consolidation of information systems and provision of ICT that provides cost benefit to the Council in the longer term.

Technology Services design, manage, implement, and secure all of the Council's hardware investments, including personal computers, associated servers and backup and recovery functions. In addition, the section facilitates availability of the Council's Mail and Internet Services whilst ensuring that the voice and data networks are in place to support all the Council's business.

The IT Business Project Managers and teams are responsible for planning, managing and effectively and efficiently delivering a range of IT projects and programmes. Whilst projects vary in both size and complexity, they will deliver positive business outcomes and transformational change for the Council. These projects are defined and prioritised in the ICT Service Plan 2022/2023. These teams are also responsible for the day-to-day support and maintenance of the Council's business IT systems. This includes the management and resolution of issues, the implementation of requests and minor enhancements and the performance of routine monitoring and maintenance tasks.

IT Service Delivery provide day-to-day service provision to IT Services and supply business management and process control functions. Services provided are the IT Service Centre, IT Support Team, National Entitlement Card Team, Project Management Office, and IT Security.

1.2   CMT and Executive Committee approved the development of an extended model for Corporate Asset Management. This included developing asset plans across a number of service areas, in line with CiPFA guidance, and summarised, under an overarching Corporate Asset Management Plan, which demonstrates how each area supports corporate objectives. The service areas are Property, Housing, Roads Infrastructure, Fleet and ICT:-

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                    ┌──────────────────┐
                    │ Corporate Asset  │
                    │   Management     │
                    │     Plan         │
                    └──────────────────┘
      ┌──────────┬──────────┼──────────┬──────────┐
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│ Property ││ Housing  ││  Roads   ││  Fleet   ││   ICT    │
│  Asset   ││  Asset   ││  Asset   ││  Asset   ││  Asset   │
│Management││Management││Management││Management││Management│
│   Plan   ││   Plan   ││   Plan   ││   Plan   ││   Plan   │
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1.3   Aims of the ICT Asset Management Plan are:
-      To create an effective ICT asset management process
-      To modernise working practices and improve service quality
-      To effectively manage and maintain all the Council's ICT assets.

2. Strategic objectives and priorities

2.1 Link to Finance and Corporate Resource Plan outcomes

The ICT Asset Management Plan feeds into the Resource outcomes of the Finance and Corporate Resource plan.

Delivering the plan and achieving best value
Resource outcome – Digital and ICT services meet the needs of the council and its customers
Action:
- Take forward IT strategic developments

2.2 Links to 2022/23 council ICT priorities

In aligning the Digital Strategy 2022-2027, operational service delivery and in turn ICT assets to the objectives of the Council, it is important to consider the following:
- The needs of service users to access and receive services in different ways (channels).
- Develop the right blend of channels for digital, mobile and electronic service delivery.
- Maximise availability of information and technology to include as many customers as possible.

It is, therefore, essential to maintain the current ICT asset estate which is in place to support the business objectives of our customers whilst maintaining a robust solution for business continuity through a disaster recovery strategy.

Objectives and strategies should reflect the needs of users for receiving services through different channels and to address the demands of Local Government in a public sector environment where both capital and revenue funding is reducing.

Therefore, future investment in ICT assets will be challenged by the IT Senior Management Team, the ICT Programme Board, and the Corporate Management Team to meet the following criteria:
- Investment in ICT assets will be closely aligned to council priorities.
- Investment in ICT assets will be sufficient to support statutory requirements.

2.3 Links to sustainability objectives

2.3.1 Sustainable Development and Climate Change Strategy – The 2017-2022 strategy proposes the theme – Sustainable Council which considers the Council's own impact on the environment and what they will do with staff and partners to minimise it.
The strategy outcomes of this theme are:
- The Council's carbon emissions are reduced.
- The Council is environmentally responsible in the procurement, use and disposal of resources.
- Climate change duties are further embedded in the delivery of Council services and its collaborations with partners on climate change mitigation and adaption.

IT Services has focussed particularly on improving effective use of energy in our buildings, using our equipment more efficiently and increasing recycling. Also, ICT equipment that has come to end of life is disposed/recycled by an approved supplier who disposes of the equipment following the Waste Electrical and Electronic Equipment Regulations (WEEE) and provides a confirmation of disposal certificate.

Migration of council servers and storage from Caird datacentre to external supplier (Datavita), as well as providing operational benefits, has delivered significant environmental benefits as new datacentre is state-of-the-art with lower energy consumption.

IT have enabled agile working, thereby reducing transport emissions from commute and business travel.

2.3.2   The Council's Environmental and Sustainable Procurement Policy ensures the process of purchasing goods and services take into account the social, economic and environmental impacts that such purchasing has on people and communities. It is about considering what products are made of, where they have come from, who has made them, how are they transported and how they are eventually disposed of. It may even be about whether the purchase requires to be made at all. In addition to this the tendering process for IT contracts contains contract specific environmental questions in relation to equipment manufacturing, components, recycled content, packaging, transportation, disposal, and energy consumption.

2.4   ICT asset management objectives

Aims and objectives that will seek to ensure that the Council's ICT assets are fit for purpose within current financial constraints.
- ICT assets should meet the needs of those that use them including staff, elected members, pupils, visitors, customers and the general public through the different access channels.
- ICT assets must be safe, secure and comply with current legislative and statutory requirements, for example assets must meet the level of security accreditation required by PSN, as well as DSE assessments for users, PAT testing of all electrical ICT assets, compliance with WEEE regulations for disposal of electrical ICT assets, to name a few.
- ICT assets should be environmentally sustainable, meaning the effective and efficient use of assets to reduce energy consumption and in turn CO_2 emissions.
- Maximise use of existing ICT assets where possible. Where asset acquisition is necessary there is a robust business case supporting procurement of the asset and where possible a single corporate solution.

3.   Current position

3.1   What assets do we have?

3.1.1   ICT assets:

Asset type	Quantity
Desktop and server hardware:	
Servers (Physical and Virtual)	311
Servers (Curricular)	168
Storage	2
Monitors	6587
PCs	1137
PCs (Curricular)	8976
Laptops	5435
Laptops (Curricular)	2073
Tablets	292
Port Replicators	4502
Portable Devices (Curricular)	15895
Networks and communications:	
Comms (ACI) APIC server	9
Comms (ACI) switches	40
Comms FMC	4
Comms Firewall	12
Comms Load Balancers	4
Voice SIP Gateway (cubes)	4
Voice SIP Gateway (Gateways)	3
Meraki Wireless Software	1
Comms Wireless (Access Points)	280
Comms Wireless (Security Appliance)	2
Switches - Chassis	9
Switches – Ethernet L2	354
Switches – Ethernet L3	67
Routers - Chassis	1
Routers - Access	23
Routers (IPVPN Broadband)	87
Lines (Exchange)	1736
Lines (Private Circuits)	89
Lines (IPVPN broadband - including backhaul)	87
NetConnect Appliances	2
Network Management	8
Radius Security Appliance	2
Web Filtering Appliances	2
Telephone System – Small	218
Telephone System – IP	3
Telephone System – SIP	2
Telephone System – Softphone	3
Mobile Devices	5966
Data hubs:	
Air Conditioning Units	2
Fire Suppression System	1
UPS	2
Generator	1
Video Surveillance Equipment	1
Software:	
P1 Applications	148

3.1   How well are they meeting objectives?

All ICT assets have been implemented/installed following business requirements and justification exercises to ensure they meet the needs and objectives of the organisation. As the information technology environment continuously changes it is inevitable that some ICT assets will reach end of life and become obsolete.

Software and hardware assets are continually reviewed to ensure they remain fit for purpose. Specific product versions are monitored, and we work closely with our software and hardware partners on product roadmaps to ensure they remain at a supported level.

Where products are approaching end of life, we will develop proposals for continued use based on risk assessment, upgrade or replacement as appropriate.

At present the majority of ICT assets meet the objectives of the organisation with a minority of assets at end of life and in need of replacement.

4.   Performance core facts

Notes to tables below – core facts are categorised using a traffic light system which operates on the basis of:

Green – Good or excellent
Amber – Fair
Red   – Poor

4.1   Desktop hardware

IT desktop hardware				
		Asset condition		
Type	Total	Green	Amber	Red
PC	1137	966	-	171
PC (Curricular)	8976	8976	-	-
Monitor	6587	5380	1207	-
Laptop	5435	5298	-	137
Laptop (Curricular)	2073	2073	-	-
Tablets	292	266	-	26
Port Replicator	4502	393	2979	-
Portable Devices (Curricular)	15895	15895	-	-

4.2   Server hardware

Server hardware				
		Asset condition		
Type	Total	Green	Amber	Red
Server	311	100	169	42
Server (Curricular)	168	168	-	-

4.3   Networks and communications

Networks and communications				
		Asset condition		
Type	Total	Green	Amber	Red
ACI APIC/MSO server	9	9	-	-
ACI switches	40	40	-	-
Firewall Mgmt (FMC)	4	4	-	-
Firewalls	12	10	2	-
Load Balancers	4	4	-	-
Voice Gateway	3	3	-	-
Meraki Wireless Software	1	-	-	1
Comms wireless Access Points (corporate)	280	122	158	-
Comms wireless Security Appliances (corporate)	2	-	2	-

Switches – Chassis	9	-	-	9
Switches – L2	345	42	215	88
Switches – L3	57	57	-	-
Routers – Chassis	1	1	-	-
Routers – Access	23	-	-	23
Routers – IPVPN Broadband	87	-	-	87
Lines – Exchange	1736	-	1736	-
Lines – Private Circuits	89	89	-	-
Lines – IPVPN Broadband (incl backhaul)	87	5	82	-
NetConnect Appliances	2	-	-	2
Network Management	8	-	-	8
Radius Security Appliances	2	-	-	2
Web Filtering Appliances	2	-	-	2
Telephone System – Small	210	101		109
Telephone system – IP	3	-		3
Telephone system – SIP	2	2	-	-
Telephone system – Softphone	3	-	3	-
Mobile Devices	5635	5209	-	426

4.4 Software applications

Software applications				
			Asset condition	
Type	Total	Green	Amber	Red
IT Applications	148	103	7	38

4.5 Data Hubs

Almada Data Hub				
			Asset condition	
Type	Total	Green	Amber	Red
Air Conditioning Units	2	2	-	-
Fire Suppression System	1	1	-	-
UPS	2	2	-	-
Generator	1	1	-	-
Video Surveillance Equipment	1	1	-	-

5. Review of current performance

5.1 Summary

The majority of ICT assets are of a good standard (Green) and work efficiently and effectively.

All desktop assets and server assets are supported and maintained to a high standard as part of the 'ICT Desktop Equipment' and 'Cloud Hosting' contracts.

Desktop and server hardware information along with information on smart devices is captured in the Assyst Configuration Management Database which is managed by IT Services.

Overall, there is a high level of confidence and reliability in the ICT assets.

5.2 What issues have been highlighted?

5.2.1 Red – These assets have been classified as approaching end of life and require replacement:

Legacy server operating systems –There are 42 servers with out of support operating systems. Programmes of work are in place to replace these systems in 2022/23.

Desktop hardware – A PC refresh programme is underway to upgrade all desktops and laptops to Windows 10 Release 20H2.

Legacy software versions –

Application	Reason
Capita Academy Housing	No longer supported by supplier. Project underway to replace.
Oracle Financial Management System	No longer meets business needs. Project underway to replace.
Oracle Human Resource Management System	No longer meets business needs. Project underway to replace.
SWISPlus Social Work System	No longer meets business needs. Project underway to replace.
CommonTime – Social Work Home Care	No longer meets business needs. Project underway to replace.
Civica Flare	Project underway to replace.
EXOR	Project underway to replace.
Weighbridge	Application does not work with Windows 10. Cloud system being evaluated.
Mapcapture	Project underway to replace.
ParkMap	Upgrade to be initiated
Spatial Manager	Project underway to replace.
Causeway CPA	Upgrade to be initiated
Confirm	Upgrade project underway.
SEEMIS Click+Go	Being replaced by new SEEMIS Schools & Early Years systems, date unknown
Council Website	Moved to AWS but required patching is taking place and new versions of CMS & Forms available

Northgate ORBIS NDR/Council Tax/Benefits	Upgrade to be initiated
Softbox	Upgrade project underway.
EDRMS - Civica W360	Upgrade to be initiated
Civica Debtors System	Upgrade to be initiated
Assyst	Project underway to upgrade.
Oracle Discoverer (CRM)	End of life. Consultation with system owner underway to determine options
Legal Case Management	High support overhead. Consultation with system owner underway to determine options
IMPROVE – Performance Management	No longer meets business needs. Project underway to replace.
Captia Housing Online	Will be replaced by new Housing Management System
eConsol	Will be replaced by new Housing Management System
eConsol Mobile	Will be replaced by new Housing Management System
Bi Query Reports	Will be replaced by new Housing Management System
Arbitas (Hosted)	Will be replaced by new Housing Management System
Infoprop Content	Will be replaced by new Housing Management System
Caseworks (Hosted)	Will be replaced by new Housing Management System
Yardi	Will be replaced by new Housing Management System
Servitor	Will be replaced by new Housing Management System
APEX Case Management	Will be replaced by new Housing Management System
Capita Support (Hosted)	Will be replaced by new Housing Management System
Data Tracking (HIP)	Will be replaced by new Housing Management System
HFX Etarmis Door Entry/Time Recording	No longer meets business needs. Project underway to replace.
Gladstone Plus2 – Leisure Management System	End of life. Consultation with system owner underway to determine options
AirWatch Mobile Phone Management	No longer supported by supplier. Project underway to replace.

The Web Filtering appliances go out of maintenance in October 2022. The systems will be migrated from 'on-premises' appliances to the equivalent cloud service.

Layer 2 switches – These switches provide end user device (printer, PCs, CCTV, VoIP phones, wireless access points) connectivity to the corporate network. The manufacturer has announced that several layer 2 switches are end of hardware support. 88 layer 2 switches have been purchased for install

Network Management – Servers/appliances required to monitor (eg. alerting and utilisation) and administer (eg. hardware backup and policy push) the corporate network

to ensure continued network performance and availability. These devices need to be replaced during 2022/23 to ensure supplier support and critical updates.

Chassis Switches – 9 chassis switches will have module replacements in 2022/23, this brings the chassis into support until 2025.

The Meraki Wireless software support requires renewal for a further 3 years.

Access Routers – 23 access routers are end of life. These will be replaced as part of the layer 2 and layer 3 roll out.

Lines (VPN) – the contract for the VPN circuits ends in December 2023. Funding will be required in 2023/24 to fund the core infrastructure for any new contract.

VoIP/SIP/Softphone telephone systems – The current system hardware goes out of support in 2023/2024 and will require replacement.

The Council's small telephone estate has numerous systems which rely on analogue switched and telephony circuits. The enforced migration of telephony system from analogue to digital by 2025 will require switch and circuit replacements to keep these systems in operation prior to this.

Lines (PSTN) - The Council has several PSTN lines, including alarm, lift, fire, connections to schools that will need to be upgraded for the Digital Changeover in 2025

The Council's small telephone estate has several systems which have reached the end of support and require immediate replacement. In addition, the enforced migration of telephony system from analogue to digital by 2025 will require an addition number of switches and circuits upgraded to remain in operation prior to this.

Tablets and mobile devices – devices are approaching end of life and a refresh programme is currently being undertaken to ensure new devices can be automatically upgraded to the latest security version.

5.2.2   Amber – This classification denotes assets that are of a fair condition and should be considered for upgrade, or are processes which require improvement:

Legacy server operating systems –There are currently 169 servers which will require operating system upgrades by 2024.

Comms wireless Security Appliances – provide secure WiFi for teleworks (guest and partner) for non-corporate workers, the 2 appliances require to be replaced by 2025.

Wireless access points. The council has 158 Wireless Access points installed throughout the corporate network which are now end of life and will be replaced by July 2024.

Corporate data network - used throughout the geographic area of the Council. The infrastructure requires investment to keep it secure, reliable, up to date and fit for purpose. Continued investment will be required to progress the refresh going forward, for equipment currently marked as amber.

Layer 3 switches and routers – These switches provide network connectivity for many of the outlying offices on the Council's corporate data network. The manufacturer has announced that a number of layer3 switching devices are approaching end of life. It is

important that these devices are refreshed to maintain the current reliability and support levels.

Layer 2 switches – These switches provide end user device (printer, PCs, CCTV, VoIP phones, wireless access points) connectivity to the corporate network. The manufacturer has announced 215 of layer 2 switches are approaching end of hardware support in 2022 through to 2027.

Routers – IPVPN Broadband – 82 routers are end of support July 2023. They were due to be replaced as part of the Broadband contract renewal in 2022. As this contract has been extended to 2023, it has been accepted the routers will not be replaced until a new contract is awarded.

Lines (PSTN) - The Council has several PSTN lines, including alarm, lift, fire, connections to schools that will need to be upgraded for the Digital Changeover in 2025

The Council's small telephone estate has several systems which have reached the end of support and require immediate replacement. In addition, the enforced migration of telephony system from analogue to digital by 2025 will require an addition number of switches and circuits upgraded to remain in operation prior to this.

Legacy software versions –

Application	Reason
Oracle Customer Relationship Management	Current version no longer fully supported. Replacement or upgrade to be considered.
Artifax – Corporate and Theatre Management System	Not compatible with remote working software. Requires to be upgraded.
Council Intranet	Moved to AWS but required patching is taking place and new versions of CMS & Forms available
Funding Compliance and Project Monitoring	APEX system requires upgrades to support monitoring/reporting.
QPulse	Replacement or upgrade to be considered. Problematic from a support perspective
Galaxy websites – various	Moved to AWS but required patching to take place and new versions of CMS available
Community Grants	Runs on legacy database platform. Replacement or upgrade to be considered.

Consultation with users of these systems is underway to plan the replacement or upgrade of these software assets.

Desktop hardware – Devices running Windows 10 version 20H2, which goes out of support in May 2023, will require to be upgraded by the end of May 2023.

6.   What action is required / proposed?

6.1   Action plan 2022/23

Asset objective	Action	Owner	Timescale	Comment
Replace legacy servers & storage	Replacement of servers and storage which have become end of life.	Head of IT Services	2022/23	Refresh of equipment is being scheduled
Legacy software versions	Upgrading of software versions which have become end of life.	Head of IT Services	2022/23	IT Services and application provider to schedule refresh of software
Switches	Hardware is end of life. Review specification, procure and install refreshed hardware	Technology Services Manager	2022/23	Networks and contractor to schedule refresh of hardware
Corporate Telephony	Hardware is end of life. Review specification, procure and install refreshed hardware	Technology Services Manager	2022/23	Networks and contractor to schedule refresh of hardware
Telephone systems (Small)	Hardware is end of life. Review specification, procure and install refreshed hardware	Technology Services Manager	2022/23	A number of systems are out of support.
Lines (PSTN)	Review existing analogue lines in conjunction with Digital changeover 2025	Technology Services Manager	2022/23	Review of existing services subject to technical discussions with Telecoms Provider / Resources.
Lines	Review connection capacity and prioritise bandwidth upgrades required for Windows 10 equipment	Technology Services Manager	2022/23	Capacity management on several sites shows lack of bandwidth for current Windows 7 devices, changes to Windows 10 will require additional bandwidth at these sites.
Firewall hardware and software (SIP)	Hardware end of life and filtering software service end of support.	Technology Services Manager	2022/23	Refresh of hardware and source new filtering service.
Network Management	Hardware requires replacement to	Technology Services	2022/23	To be refreshed subject to

Asset objective	Action	Owner	Timescale	Comment
	ensure supplier support and critical updates.	Manager		technical discussions with contractor and manufacturer.
Desktop Hardware	Replacement of desktop equipment running Windows 7	Technology Services Manager	2022/23	Replace devices as part of refresh programme.
Desktop Hardware	Upgrade of desktop equipment running Windows 10 20H2	Technology Services Manager	2022/23	Upgrade devices

6.2 Completed actions in 2021/22

Asset objective	Action	Owner	Timescale	Comment
Caird Datacentre	Closedown of the Caird Datacentre as services migrated to new Hosting contract	Head of IT Services	2021/22	Caird Datacentre closed 31 December 2021. Services migrated to Datavita Hosting.
Data Hubs	Creation of 2 new data hubs (Almada and Brandongate) for onsite comms and legacy servers	Head of IT Services	2021/22	New data hubs created and now fully functional.
Replace legacy servers & storage	Replacement of servers and storage which have become end of life.	Head of IT Services	2021/22	Refresh of equipment is being scheduled in line with the Caird migration and hosting project.
Legacy software versions	Upgrading of software versions which have become end of life.	Head of IT Services	2021/22	Replacements or upgrades to applications including Brightwave Learn Online, Parking System, Filemaker
Desktop Hardware	Replacement of desktop equipment running Windows 7	Technology Services Manager	2021/22	Replace devices as part of refresh programme.