

<b>IDEAS SUMMARY/PROJECT BRIEF</b>	
<b>Appendix 2 - Temporary Resource for IT Project Management (Project Reference)</b>	
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<b>Date</b>	22/09/2021
<b>Idea Summary Status</b>	
<b>Introduction</b>	V0.1 22/09/2021
<b>Opportunities</b>	<p>There is an opportunity to use COVID monies to provide a junior IT Project Manager within IT/DE on a short term (&lt;24 months) basis in order to deal with the significant number of new projects that are being requested by business areas.</p> <p>The resource is needed to deliver the increasing number of IT Projects being requested throughout the whole Council. As Services are returning to business as usual (BAU) there is an increased desire to make their services more digital/automated in the light of the Covid19 impact.</p> <p>Further, due to the increased IT equipment delivered to staff over the last 18 months as part of Covid19, there is an increasing and ongoing expectation that IT services will be reliable, available and able to support business changes as well as a greater expectation that more services can be made digital.</p> <p>In order to enable Angus Council recovery an additional IT project manager is proposed who will undertake smaller projects and support the current IT Project Managers/ Business Relationship Managers (BRMs) in work packages as part of larger projects or in small projects.</p>
<b>Strategic Objectives (including the SOAP)</b>	<p>Reduction of backlog of IT and digital projects and ability to resource in DE and IT to effectively support the business in undertaking service review changes, Agile working practices and to maintain effective BAU.</p> <p>Supports SOAP and Council Plan as follows:  <b>Economy:</b> support business and economic growth by improving the physical and digital infrastructure e.g. by implementing Internet of Things (IOT) and technical projects such as Storage Area Networks (SAN) migration which will improve data availability and access  <b>People:</b> work in partnership to develop trauma informed approaches, creating environments which support compassionate provision of services and encourage people to be</p>

	<p>kind e.g. by implementing trauma informed meeting and collaborative spaces supported by appropriate technology</p> <p><b>People:</b> reduce social isolation and loneliness e.g. by implementing the social care index project to improve timeliness and decision making</p> <p><b>Place:</b> continue to reduce the council's carbon footprint with the aim of reducing our net carbon emissions to zero by 2045, engage with citizens and communities to deliver the right services in the right place at the right time e.g. by implementing digital solutions co-designed with end users and updating and providing improved communications technology</p> <p><b>Efficient and Effective :</b> support and challenge our workforce for the future based on our values to help us to achieve our vision and deliver our priorities, continue the rationalisation of our property e.g. by improving asset management, desk booking, Agile, new contact centre Unified communications</p>
<b>Spend Analysis</b>	Funding of 1x LG8-10 post for 23 months. Assume mid LG9 SP39 cost £78K
<b>Current Contractual Arrangement</b>	N/A
<b>Anticipated Benefits</b>	<ul style="list-style-type: none"> <li>• Agile working and return to office adequately supported allowing business efficiency</li> <li>• Projects able to be properly resourced</li> <li>• Better service provided to business project sponsors, end users</li> <li>• Increased staff wellbeing/morale</li> <li>• Benefits proposed by the relevant projects are realized in timescale planned</li> </ul>
<b>Savings Approach</b>	Workload of existing IT Project Managers/Business Relationship Managers (BRMs) will be reprofiled to ensure that increased staffing levels deliver on more effective project delivery of priority business needs and necessary maintenance/ upgrade projects
<b>Savings Measurement</b>	<p>Proper project management will enable benefits to be identified at business case stage and benefits realisation planning to be undertaken.</p> <p>Currently, due to huge IT workloads IT Project managers are either unable to adequately resource projects or have limited capacity to undertake anything other than project monitoring which means benefits can take significantly longer to be realised.</p>
<b>Impact Assessment</b>	<p>The financial impact on the organization will be the funding of 1x LG8-10 post for c.23months.</p> <p>Funding of this post will mean improved response to BRM requests and implementation of projects where technical project management is required.</p>

<b>Risk Assessment</b>	<p>Projects that are at risk of significant delays in delivery and/or cannot be resourced at all with current staffing:</p> <ul style="list-style-type: none"> <li>• IOT and technology for Waste sensors/ bins/ lorries/ infrastructure</li> <li>• SAN Migration</li> <li>• Contact Centre Telephony and Corp telephony (putting at risk possible savings)</li> <li>• Consultation Legislation process tracker</li> <li>• Asset management</li> <li>• Agile /Working From Home (WFH)/ New desk booking system</li> <li>• Any new projects likely to be requested of IT in the next 6-12 months e.g. projects coming from service redesign, Member end user kit replacement post-election May 2022</li> <li>• IT support from BRMs for introducing new/upgrades of products and services</li> </ul> <p>The risk of no delivery/late delivery on the above is assessed as high</p>
<b>Project Plan (high level)</b>	<ul style="list-style-type: none"> <li>• Secure funding</li> <li>• Immediately start recruitment</li> <li>• Agree project scope/deliverables/outputs</li> <li>• Agree projects to be resourced /supported by new resource</li> <li>• Reprofile workload of BRMs</li> <li>• Report on effect of change/benefits</li> </ul>
<b>Roles and Responsibilities</b>	<p>Steve Leslie – Manager, Innovation and Development - SRO  Ali McLeod – Team Leader, Innovation – Project Lead  Tba (could be business rep) – Project assurance</p>
<b>Design Authority: Assurance Check</b>	Council Leadership Team
<b>Approvals</b>	Director of HR, Digital Enablement , IT and Business Support