

**Glasgow City  
 Integration Joint Board  
 Finance, Audit and Scrutiny Committee**

**Report By:** Allison Eccles, Head of Business Development

**Contact:** Shirley Ann Moore/Fiona Lockhart

**Tel:** 0141 287 8855

**OLM CONTRACT AND DISASTER RECOVERY FOR CAREFIRST**

<b>Purpose of Report:</b>	To provide an update to the IJB Finance, Audit and Scrutiny Committee on the risks around the OLM contract and disaster recovery for CareFirst.
---------------------------	---

<b>Background/Engagement:</b>	The risks were previously assessed by the Committee and a report was requested on the implications for the partnership.
-------------------------------	---

<b>Recommendations:</b>	The IJB Finance, Audit and Scrutiny Committee is asked to:  a) review the content of the report; and b) note the status of the risks.
-------------------------	--

**Relevance to Integration Joint Board Strategic Plan:**

Risks have previously been identified as a risk to the delivery of the Strategic plan.

**Implications for Health and Social Care Partnership:**

<b>Reference to National Health &amp; Wellbeing Outcome:</b>	N/A
--	-----

<b>Personnel:</b>	N/A
-------------------	-----

<b>Carers:</b>	N/A
<b>Provider Organisations:</b>	N/A
<b>Equalities:</b>	N/A
<b>Fairer Scotland Compliance:</b>	N/A
<b>Financial:</b>	N/A
<b>Legal:</b>	N/A
<b>Economic Impact:</b>	N/A
<b>Sustainability:</b>	N/A
<b>Sustainable Procurement and Article 19:</b>	N/A
<b>Risk Implications:</b>	Risk implications have been updated on the current risk register
<b>Implications for Glasgow City Council:</b>	N/A
<b>Implications for NHS Greater Glasgow &amp; Clyde:</b>	N/A

## 1. Purpose

- 1.1 The purpose of this report is to provide an update to the Integration Joint Board Finance, Audit and Scrutiny Committee on the status of the OLM contract and Disaster Recovery for careFirst.

## **2. Change of Council ICT supplier**

- 2.1 Glasgow City Council (GCC) appointed a new supplier to manage all ICT delivery from the 1<sup>st</sup> April 2018. The previous supplier, ACCESS LLP, which was a joint venture between GCC and Serco ceased to provide the service at that point in time and all services and the majority of contracts were novated to CGI.
- 2.2 This change transferred the risk of contract negotiation from GCC to the new supplier, CGI, and the cost of paying for contracts was embedded in the overall contract cost.
- 2.3 OLM are the supplier who provide the Case management system for the Health and Social Care System, CareFirst, and this contract has been novated to CGI.

## **3. CareFirst Contract**

- 3.1 A risk was raised to reflect that the renewal of the OLM contract would not be concluded by 31/3/18 thus having the effect of reduced support from the supplier and additional cost to the HSCP along with making transformational change more difficult.
- 3.2 The OLM contract was novated to CGI from 1/4/18 and all maintenance fees were paid by CGI from that date.
- 3.3 The contract has now been renewed for a period of year and will be reviewed by CGI on a yearly basis. This year's renewal is already being worked on.
- 3.4 CGI are contracted to provide ICT support for CareFirst 24/7 365 days a year. In the event of the software becoming end of life or the supplier going out of business CGI are responsible for replacing the system at no cost to the HSCP.
- 3.5 The risk around contract renewal has now been closed.

## **4. CareFirst Disaster Recovery Solution**

- 4.1. A risk was raised to reflect that there was no disaster recovery system for CareFirst meaning that in the event of a disaster the system would take longer than required to restore as the system would need to be restored from backup tape.
- 4.2 The CGI contract had provision to provide a disaster recovery service. And this is now in place at the Disaster Recovery site Waterton in Wales.
- 4.3 The new DR environment can only be utilised in the event of a disaster at Data vita, our main data centre, and the estimated time for provision of this service is between 6 and 8 hours.

- 4.4 CareFirst is currently setup with a highly resilient infrastructure which means that if one component fails another will automatically activate.
- 4.5 The risk around Disaster Recovery has now been closed however a new risk has been raised around the current solution not yet being tested.

## **5. Recommendations**

- 5.1 The IJB Finance, Audit and Scrutiny Committee is asked to:
  - a) review the content of the report; and
  - b) note the status of the risks.