

Governance, Risk and Best Value Committee

10:00am Tuesday, 4th June 2024

Quarterly Status Update – Digital Services

Executive/routine
Wards

1. Recommendations

- 1.1 It is recommended that the Committee reviews, scrutinises and notes the progress detailed in this quarterly update.

Dr Deborah Smart

Executive Director of Corporate Services

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Quarterly Status Update – Digital Services

2. Executive Summary

- 2.1 The purpose of this report is to provide a quarterly progress update on the Council's Digital Services programme of works. The Council and our technology partner, CGI UK Limited, have continued to work in partnership on the plan to improve stability of our IT estate.

3. Background

Council Digital and Smart City Strategy

- 3.1 In October 2020, the Policy and Sustainability Committee approved the Council's new Digital and Smart City Strategy 2020-2023 which sets out our ambition to become a digital council. An updated strategy covering 2024-27 is at final review stage and will go to Policy and Sustainability Committee in the coming months.
- 3.2 Our strategic technology partnership with CGI was extended to the end of March 2029 with formal approval to the extension at the Finance and Resources Committee on 27 August 2020. Both the original and extended contracts with CGI have provided savings to the Council which are detailed in Section 6 of this report.

4. Main report

Service Performance

- 4.1 Over the first quarter of 2024, incident levels remained stable, with Priority 1 and 2 incidents reducing to acceptable levels. **Appendices 2 and 3** provide comparison of incident volumes since 2017. **Appendix 1** provides the definitions of and criteria for each of the priorities assigned to incidents logged with CGI.
- 4.2 We continue to work with CGI to ensure that there is sustained proactive monitoring across the estate which has enabled faster identification of faults and resolution of incidents.
- 4.3 Over the past quarter, we have undertaken major infrastructure works across all our networks, including an upgrade of our firewall. Although these works and the ongoing patching activities have increased in the first quarter of 2024, improved

testing and change management have ensured that incidents have remained at relatively low levels.

As part of the major infrastructure work that was completed successfully in April, there has been some planned system downtime, which have been communicated to colleagues. As a general rule, the Council does not support system outages during the working day, and only in exceptional circumstances. It should be noted that there is a large programme of operational IT change agreed between CGI and the Council and any outages for this are completed out of normal working hours.

Planned outages during the working day are, and will continue to be, exceptional and agreed only where the outage is to restore services or prevent an unplanned outage.

- 4.4 The Council continue to meet with CGI weekly to review progress Digital Services will continue to review the performance of all aspects of CGI delivery, escalating issues as appropriate and to ensure that stability across the network is maintained.

Protecting Our Organisation - Cyber Security Management

- 4.5 The Council and CGI teams are collaboratively managing Security Risks continuously across the estate. The Security Risk Management Plan (RMP) has continued its quarterly reviews and risk owners have been asked to provide regular updates to improve on the risk appetite by both partners in this framework, the Council and CGI. Enhanced reporting has been developed between key stakeholders within CGI and the Council.
- 4.6 The Security Dashboard (**Appendix 5**) provides an overview of current activity in Cyber Security.
- 4.7 Monthly e-Learning for Cyber Security continues to be rolled out across the Council. The Cyber Team is working with the Corporate Leadership Team to drive up the completion rates for the training and we are investigating electronic compliance tools for completion of this training and to drive upwards the completion rates by service area.
- 4.8 In February 2024 we again achieved PSN accreditation, having successfully achieved the accreditation annually since 2019. The PSN accreditation is an independent third party health check used by local government bodies to assess security, vulnerabilities and remediation plans.
- 4.9 We are finalising a vulnerability remediation action plan with CGI and note that reports in March have indicated that additional efforts have reduced vulnerabilities by around 20%. Details of all vulnerabilities on the Corporate and Learning & Teaching estates is detailed in **Appendix 6**. Progress against the remediation plan will be included in future reporting to committee. The main volume of the vulnerabilities are related to devices and Digital Services is progressing solutions in order to ensure devices are updated regularly, reducing the council's exposure.
- 4.10 The current threat level to the Council remains very high, amplified by the conflicts taking place across the world. Communications have been sent to all Council staff

asking them to remain vigilant and to report any suspicious events. The Council and CGI are constantly monitoring threat intelligence feeds through various channels and applying controls where appropriate.

- 4.11 The National Cyber Security Centre has recently issued guidance for elections which has been distributed internally and both the Digital Services Cyber Team and Member Services will review and act upon any additional guidance as we approach elections.

Governance, Audit and Contract Management

- 4.12 All 2023/24 Audits have completed and is highly scrutinised by Internal Audit colleagues. Audit actions are in good health with both Digital Services and CGI working collaboratively with Internal Audit. There are no outstanding overdue actions. Since the last report, 10 audit actions have been closed, with 3 currently open and within due date. The Audit Dashboard (**Appendix 7**) provides more information around this.

Audits completed in the last quarter have included, (1) CGI Complex Change Management – Green / Substantial Assurance, (2) CGI IT Currency Review – Amber / Reasonable Assurance (3) Digital Delivery Finance ERP – Amber / Reasonable Assurance.

- 4.13 Requests for all new technology, whether procured through CGI or directly with the vendor, progress through a governance process incorporating Data Protection Impact Assessments with colleagues in Information Governance, Security Assurance with a combination of Council, CGI and third part Cyber colleagues, procurement colleagues as appropriate and the Joint Design Authority.

Strategic Programme of Work and Change Programmes

- 4.14 The Digital Services Strategic Programme of Work presents a portfolio of projects to support the execution of the Digital and Smart City Strategy over the next 12 months. Details of this and the key priority projects are detailed in **Appendix 9**.

- 4.15 Over the reporting period we successfully closed two major projects:

- Social Care Rostering - allowing front-line homecare colleagues to view their visit information, check in and out of visits, and to more safely and easily navigate around the city as well as supporting back-office teams to automatically create care plans and schedules. As part of the project we also successfully decommissioned the legacy roosting system.
- Planning and Building Standards Cloud Migration - transferring responsibility for maintaining infrastructures, IT compliance, system upgrades and support over to the supplier, allowing the service to become more agile, scalable, and resilient.

- 4.16 We have two new major programmes of work. The implementation of the new HR/Payroll solution is well underway being led by HR and, following the approval of the outline business case for a new Social Care system, work is ongoing on detailed

due diligence as part of the final stages of the procurement process with the Programme Board established, work on data cleansing underway and recruitment in planning for the workstream teams.

CGI Community Benefits

- 4.17 The contract extension with CGI, approved by Committee in August 2020, replaced the original contract's defined community benefits obligation with alignment to CGI's Corporate Social Responsibility (CSR) fund across the UK and community benefits are now accessed via a centralised model.
- 4.18 Through the CSR, CGI are committed to demonstrating tangible community benefits for the Council and its citizens. An overview of Edinburgh based CSR activities can be found in **Appendix 10**.
- 4.19 Recent activities in Edinburgh have included:
- Cyber Escape Room at Napier University
 - Easter Egg collection for the Trussel Trust
 - Donations to Diabetes UK and Burning Nights
 - Kit sponsorship for Morton Running Club (Edinburgh Marathon Festival).
- 4.20 Looking forward, CGI are progressing several initiatives locally including:
- Engagement with The Edinburgh Remakery and evaluating opportunities for working together with them
 - Discovery session with CEC Developing the Young Workforce team to build relationships and review options for supporting this work
 - CGI Edinburgh reviewing community initiatives to contribute to sustainability
 - Further tree planting opportunities
 - STEM Camps and STEM from Home packs
 - Sustainability Roadshows.

5. Next Steps

- 5.1 The Council continues to further strengthen and improve our management, governance, security, and delivery arrangements for the digital programme in partnership with CGI.
- 5.2 We are working with Internal Audit colleagues to undertake a benchmarking exercise on the service and performance of CGI by an independent third party. The contract allows for benchmarking of our base service, and other services provided by mutual agreement, with CGI by an independent bench marker. This work is in the procurement phase, and we anticipate that this will be completed by autumn 2024.

6. Financial impact

- 6.1 Over the first phase of the contract with CGI, the Council saved £45 million on the transition from the previous vendor, against the 2015/16 baseline ICT spend. The Committee should note that this saving has already been fully taken as part of financial planning.
- 6.2 During 2018, the Finances and Resources Committee approved a negotiated 'variation' to the baseline contract which included a reset of all digital transformation programmes and the Council receiving just over £11m of rebate. This included a £3.1m contribution to the total costs of the Councils ERP programme of £14.984m, and this budget was further supplemented by a contract price reduction of £3.783m.
- 6.3 The ERP programme included upgrades and enhancements to HR, Finance, Debt Management and Banking and Payments systems.
- 6.4 On the 27 August 2020, the Finance and Resources Committee approved a 6-year extension to in end March 2029 following negotiations between CGI and the Council, realising a further saving of £14.1m.
- 6.5 This additional saving contributes annually to the overall Corporate savings over the period 2020-29.
- 6.6 In addition, and as part of the 2020 negotiations CGI agreed to cap the annual RPI increase for the contract at 2.5%. This has resulted in cost mitigation of £3m to 31st March 2023 and a forecast cumulative reduction of £18.6m to the end of the contract, 31st March 2029.

7. Equality and Poverty Impact

- 7.1 This report is an update on all activity underway by Digital Services and the wider Council in relation to our technology estate. Where appropriate, individual projects, contracts and programmes related to technology and the Digital and Smart City Strategy will have their own Integrated Impact Assessments.

8. Climate and Nature Emergency Implications

- 8.1 This report is an update on all activity underway by Digital Services and the wider Council in relation to our technology estate. Where appropriate, individual projects, contracts and programmes related to technology and the Digital and Smart City Strategy will have their own Integrated Impact Assessments.

9. Risk, policy, compliance, governance and community impact

- 9.1 The Council's Corporate Leadership Team (CLT) risk register formally identifies digital capabilities, cyber security and information governance as a risk and ensures

that sufficient mitigations and active management of risks continues to be undertaken.

- 9.2 The Council's Strategic Change Board actively monitors and tracks progress on all Council wide programmes including the ICT programme.
- 9.3 Digital Services and the Corporate Risk Team have been reviewing and updating the existing risks, with particular emphasis on the Cyber Security risk and this will be reported to CLT and Committee by the Corporate Risk Team.

10. Background reading/external references

- 10.1 [Digital & Smart City Strategy 2020-23.](#)

11. Appendices

- 11.1 Appendix 1 – Incident Definitions
- 11.2 Appendix 2 – 2017-2023 Incident Numbers Comparison
- 11.3 Appendix 3 – 2023-24 Incident Numbers Comparison
- 11.4 Appendix 4 – Service Performance
- 11.5 Appendix 5 – Security Dashboard
- 11.6 Appendix 6 – Vulnerability Management
- 11.7 Appendix 7 – Audit Dashboard
- 11.8 Appendix 8 – Glossary of Terms
- 11.9 Appendix 9– Strategic Programme of Works
- 11.10 Appendix 10 – Community Benefits

Appendix 1 – Incident Definitions

"Severity 1 Service Incident"

A Service Incident which, in the reasonable opinion of the Authority:

- (a) constitutes a loss of the Services which prevents a large group (of at least 50) End Users from working; or
- (b) has a critical impact on the activities of the Authority; or
- (c) causes significant financial loss and/or disruption to the Authority; or
- (d) results in any material loss or corruption of Authority Data; or
- (e) results in a P1 being Non-Available; or
- (f) causes an entire business area to be unable to work.

Non-exhaustive examples include: A failure of the Services to provide user authentication service; or at least 50 End Users unable to work or a P1 failings its KPI Availability targets.

"Severity 2 Service Incident"

A Service Incident which, in the reasonable opinion of the Authority:

- (a) has the potential to have a major (but not critical) adverse impact on the activities of the Authority and no workaround acceptable to the Authority is available; or
- (b) has the potential to cause a financial loss and/or disruption to the Authority which is more than trivial but less severe than the significant financial loss described in the definition of a Service 1 Service Incident; or
- (c) causes financial loss and/or disruption to the Authority; or
- (d) affects greater than 25 but less than 50 End Users; or
- (e) results in a P2 Application being Non-Available.

Non-exhaustive examples include: Corruption of organisational database tables or loss of ability to update Authority Data.

"Severity 3 Service Incident"

A Service Incident which, in the reasonable opinion of the Authority:

- (a) has the potential to have a major adverse impact on the activities of the Authority which can be reduced to a moderate adverse impact due to the availability of a workaround acceptable to the Authority; or
- (b) has the potential to have a moderate adverse impact on the activities of the Authority; or
- (c) affects less than 25 End Users; or
- (d) results in a P3 Application being Non-Available;

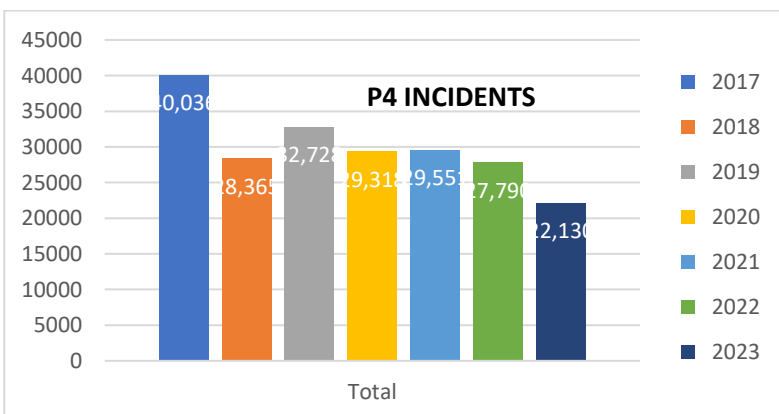
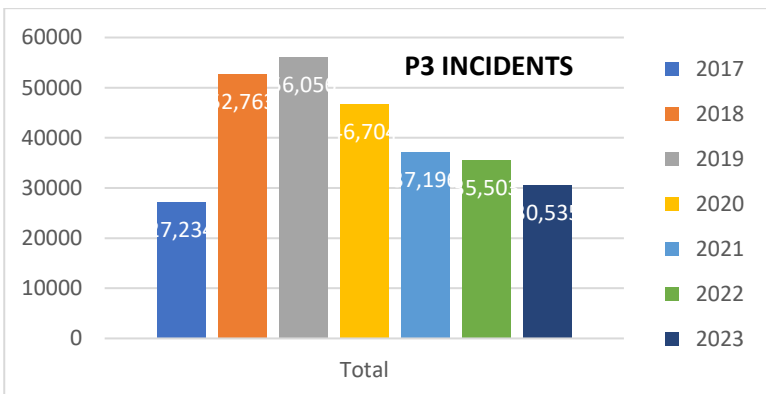
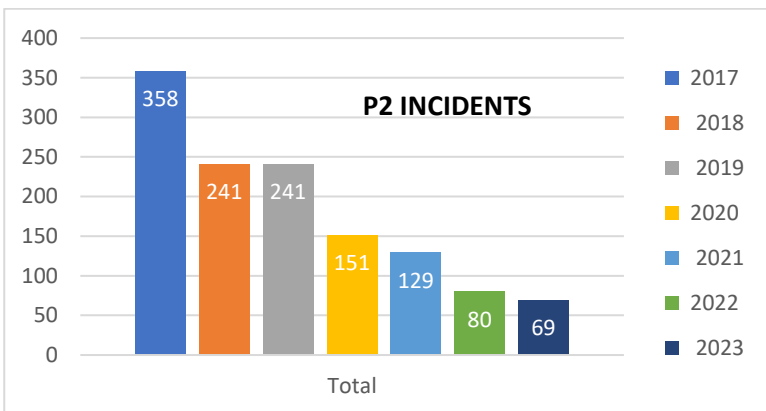
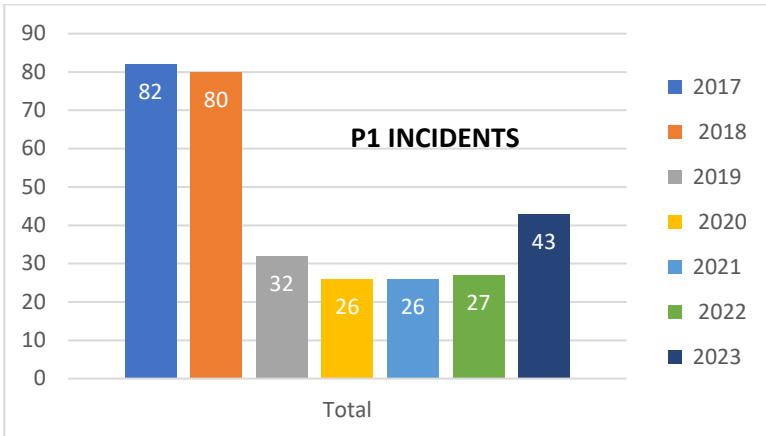
Non-exhaustive examples include: inability to access data or a class of customers.

"Severity 4 Service Incident"

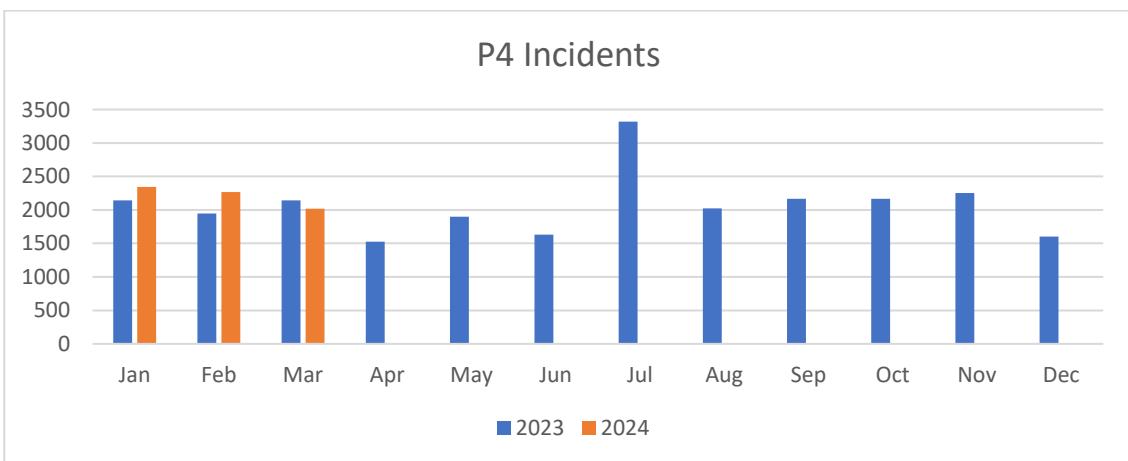
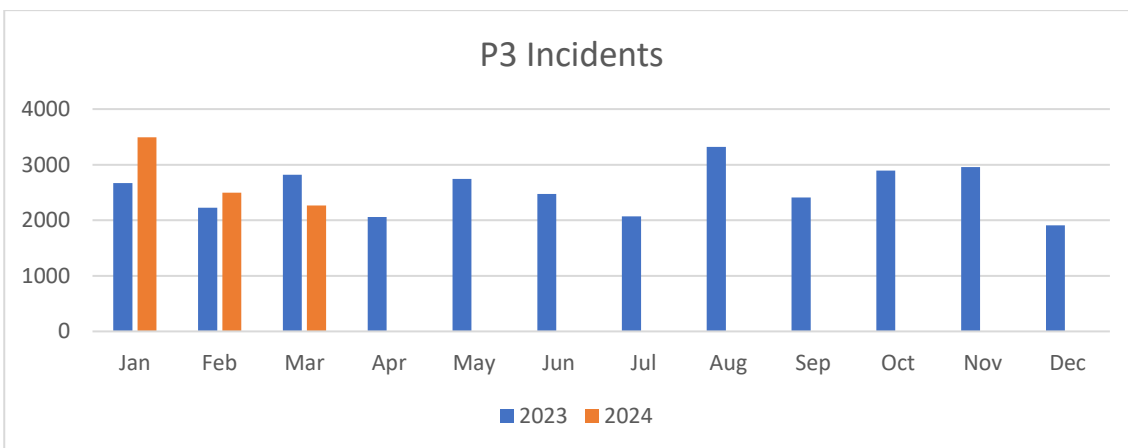
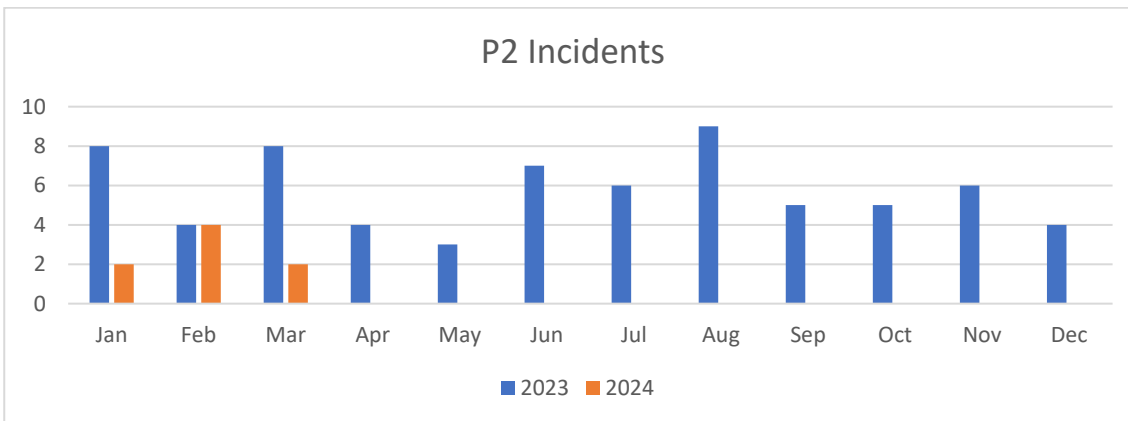
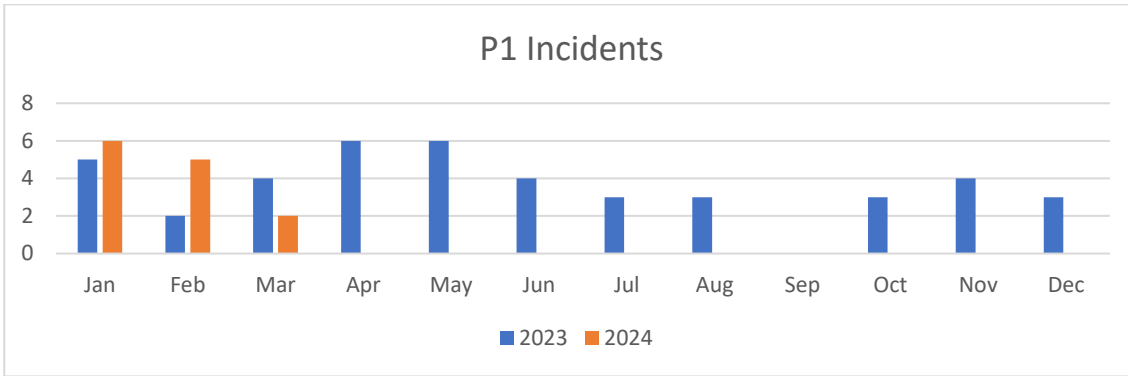
A Service Incident which, in the reasonable opinion of the Authority has the potential to have a minor adverse impact on the provision of the Services to End Users.

Non-exhaustive examples include an inability to access data for a single customer.

Appendix 2 – 2019-2023 Incident Numbers Comparison



Appendix 3 – 2023-24 Incident Comparison



Appendix 4 – Service Performance

Customer Satisfaction

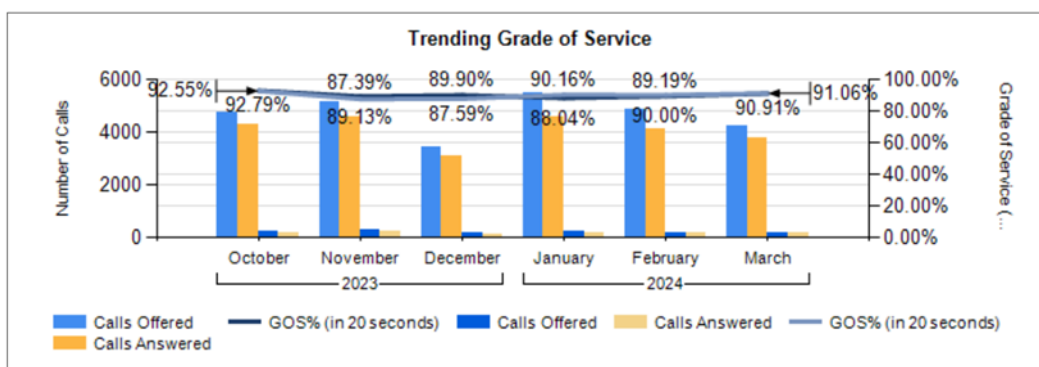
Surveys Completed

	October 2023	November 2023	December 2023	January 2024	February 2024	March 2024
Surveys Distributed	5,707	6,284	4,498	5,963	5,543	5,411
Surveys Completed	131	159	208	269	260	253
Response Rate	2.30%	2.53%	4.62%	4.51%	4.69%	4.68%

March Snapshot

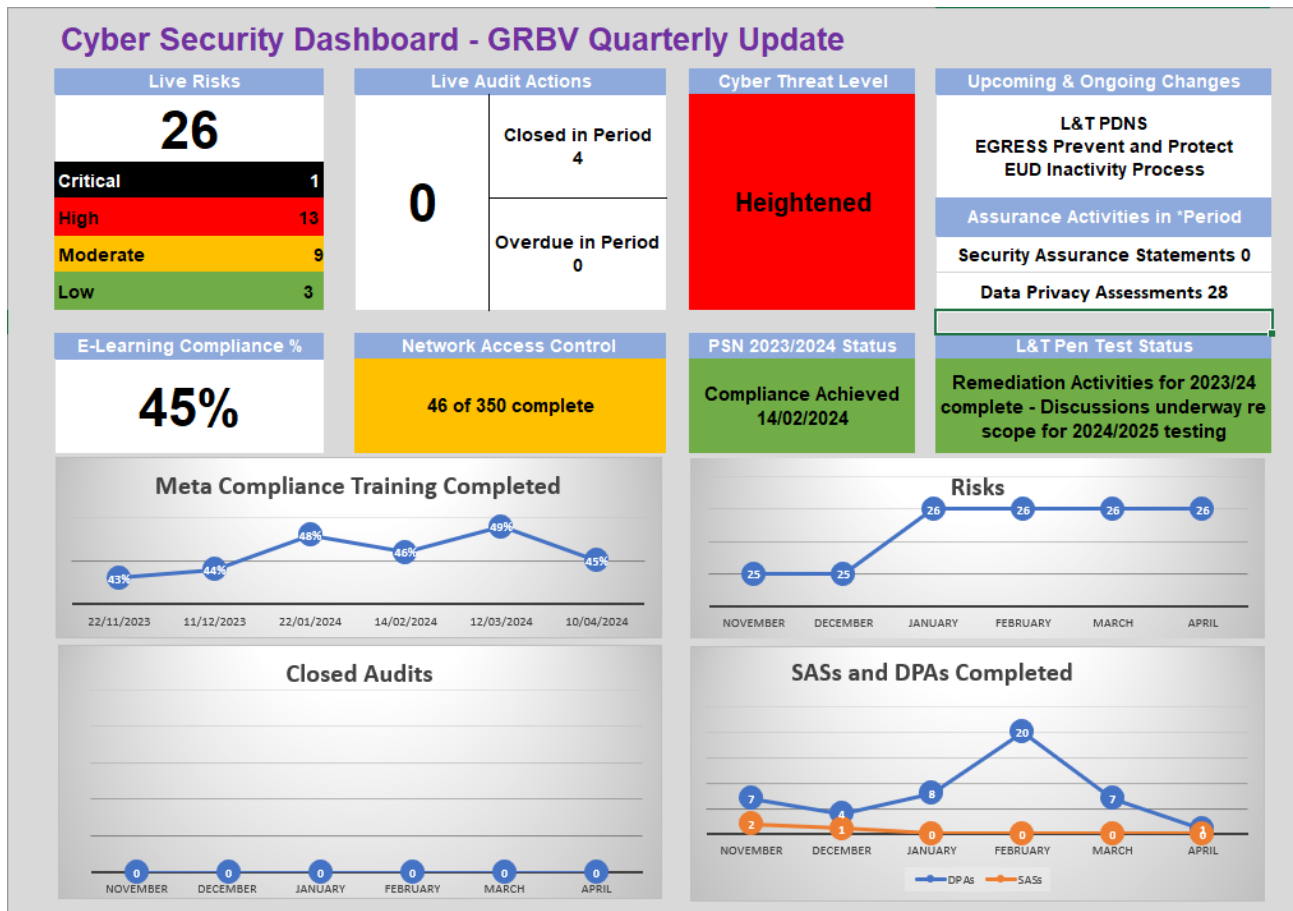
5411	surveys were distributed during the month with responses
253	Left Responses
128	Left comments
59	had marked all questions as "Very Good"
4	had marked all questions as "Very Poor"
90.51%	Overall satisfaction rate

Telephony (Service Desk) Grade of Service



	October 2023	November 2023	December 2023	January 2024	February 2024	March 2024	Total
Calls Offered	4941	5430	3560	5680	5022	4422	29055
Calls Answered	4472	4782	3206	4760	4304	3954	25478
Answered in 20 Seconds	4149	4258	2879	4195	3840	3595	22916
Overall No. of Calls Abandoned	469	648	354	920	718	468	3577
% of Overall Calls Abandoned	1.78%	2.86%	1.87%	2.68%	2.62%	2.10%	2.36%
Calls Abandoned After 20 Seconds	55	101	41	97	94	66	454
% of Calls Abandoned after 20 Seconds	1.21%	2.05%	1.25%	1.98%	2.13%	1.63%	1.74%
Avg Queue Time (HH:MM:SS)	00:00:11	00:00:18	00:00:14	00:00:19	00:00:19	00:00:14	00:00:16
GOS% (in 20 seconds)	92.78%	89.04%	89.80%	88.13%	89.22%	90.92%	89.94%

Appendix 5 – Security Dashboard



Appendix 6 – Vulnerability Management

Vulnerability Management

- A vulnerability is a weakness in an IT system that can be exploited by an attacker to deliver a successful attack. They can occur through flaws, features or user error, and attackers will look to exploit any of them, often combining one or more, to achieve their end goal.
- Vulnerability Management is a vital, continuous and proactive activity to ensure the security of our IT estate and to protect Council information from cyber attacks and data breaches. This includes the monitoring of vulnerabilities of all hardware and software and the reporting of remediation activities and remaining vulnerabilities.
- CGI is primarily responsible for the remediation of vulnerabilities on our IT estate. Most work is undertaken as part of the contractual obligations of the IT contract, with other work undertaken by CGI following a change request by the Council.

Vulnerability Stats as of End of March (Reported in April Security Working Group)

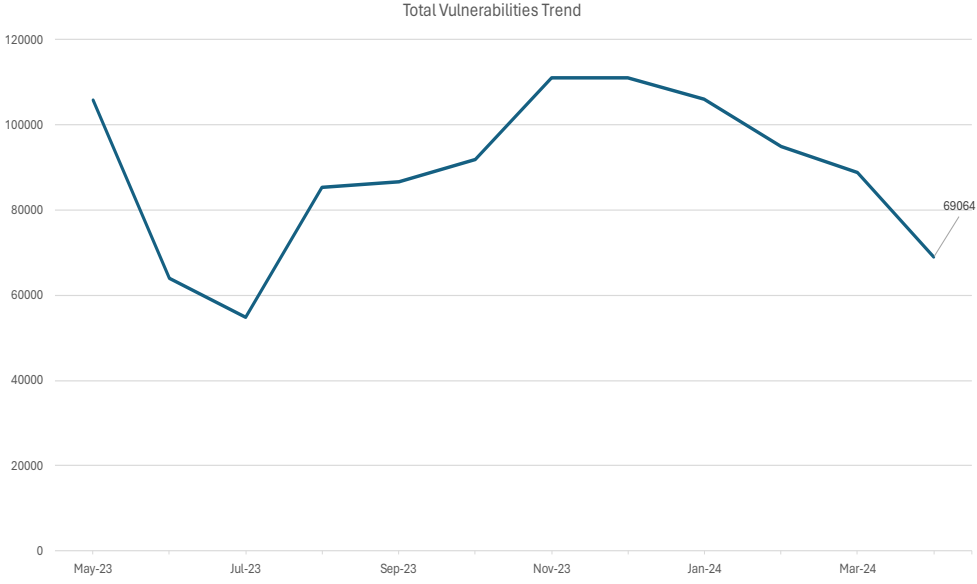
Corporate Vulnerability Status

- Vulnerabilities do seem to be reducing more substantially which is positive (though still above where they were roughly a year ago).
- Current numbers still being reported by CGI are still High and outwith Council risk appetite– This is recorded on the joint cyber risk register.
- CGI are drafting an action plan on the back of currency audit to deal with Critical, High and Aged Vulnerabilities >60 days.
- Vulnerability Management is already the subject of formal escalation
- CGI Change process impacting faster remediation efforts of Council owned vulnerabilities

L&T Vulnerability Status

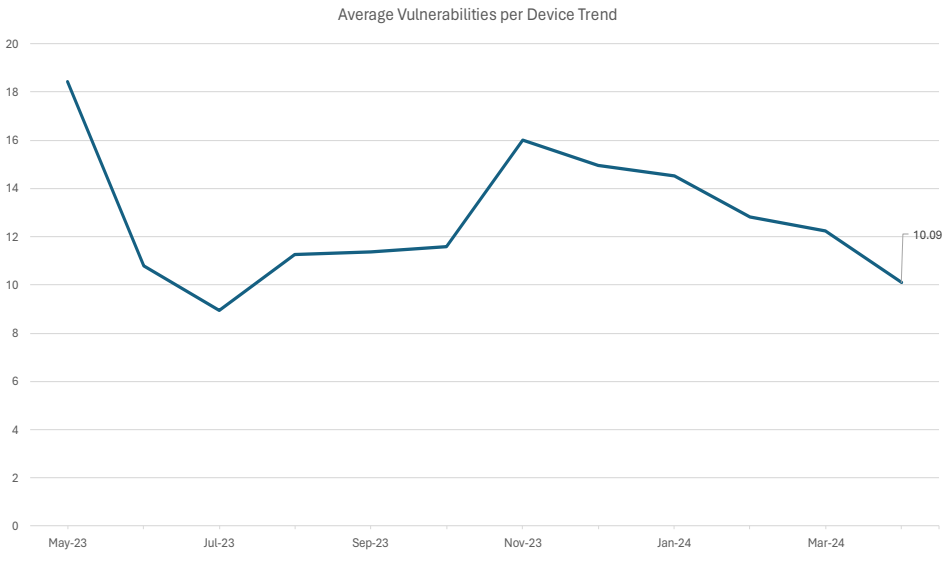
- Vulnerability figures appear relatively unchanged (slight increase), possibly due to existing change freeze.
- CGI are drafting an action plan on the back of currency audit to deal with Critical, High and aged Vulnerabilities.
- Current numbers still being reported by CGI are still High and outwith Council risk appetite– This is recorded on the joint cyber risk register.
- Vulnerability Management is already the subject of formal escalation
- CGI Change process impacting faster remediation efforts of Council owned vulnerabilities

CORP Vulnerability Status



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CORP Vulnerability Status



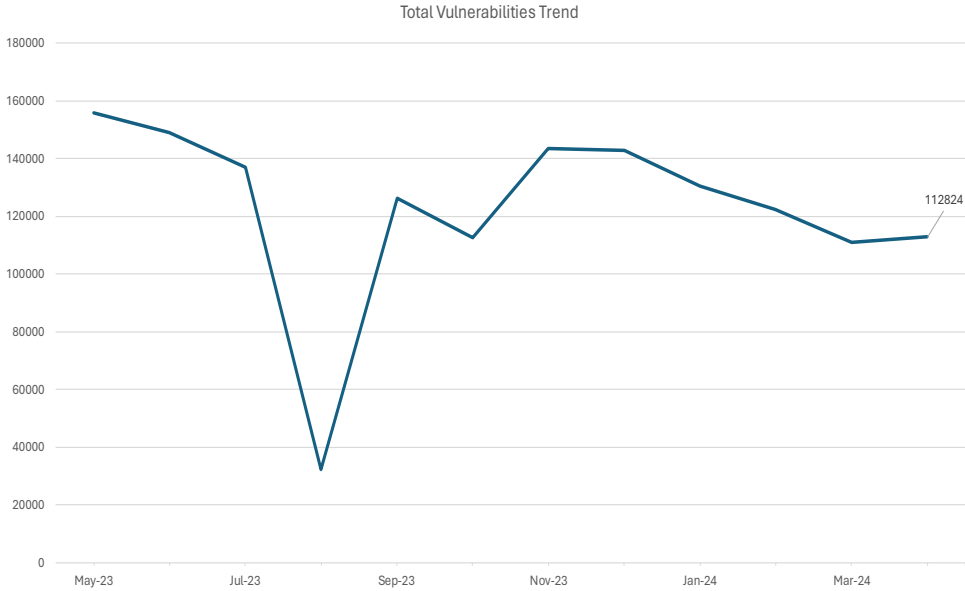
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CORP Vulnerability Status



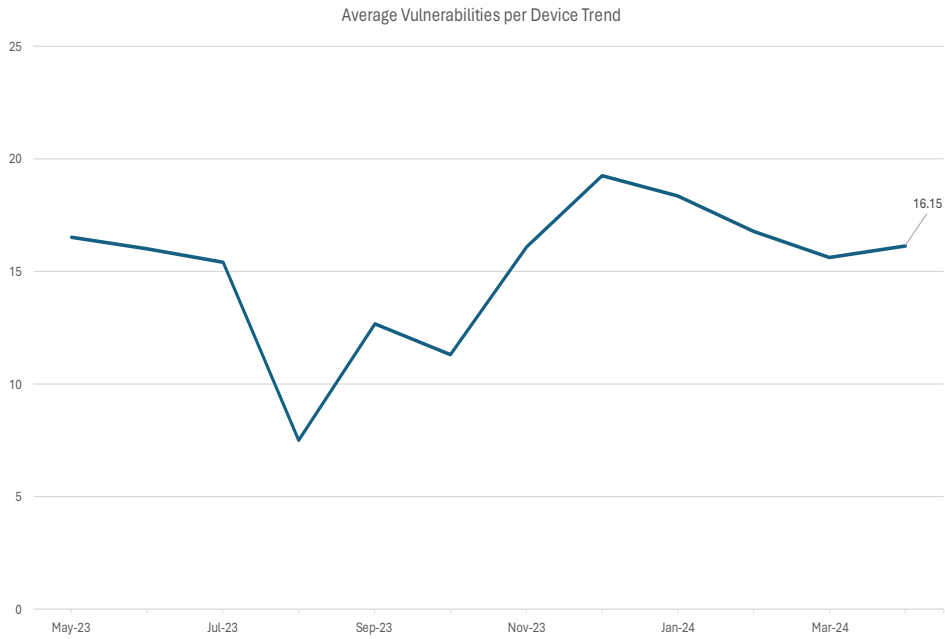
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L&T Vulnerability Status



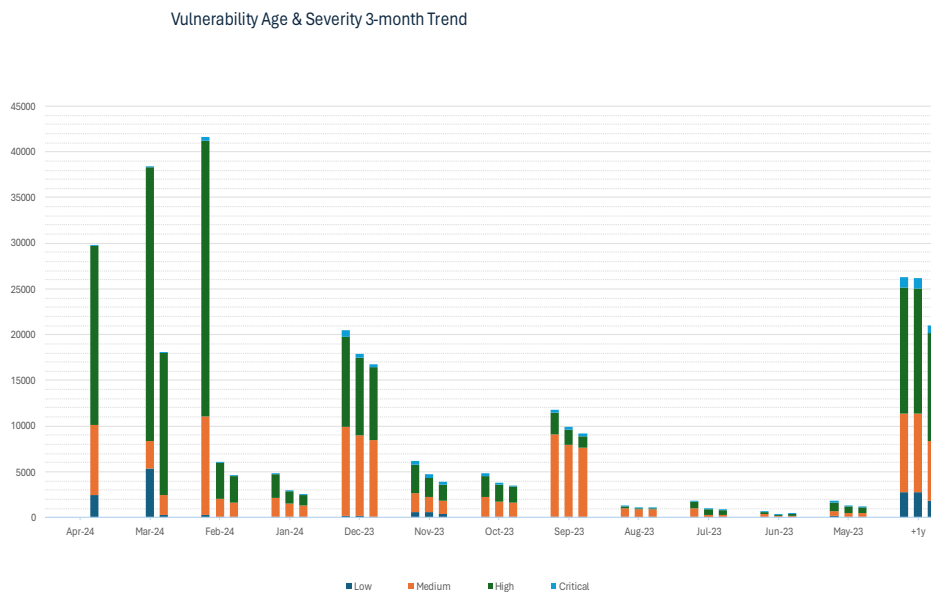
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L&T Vulnerability Status



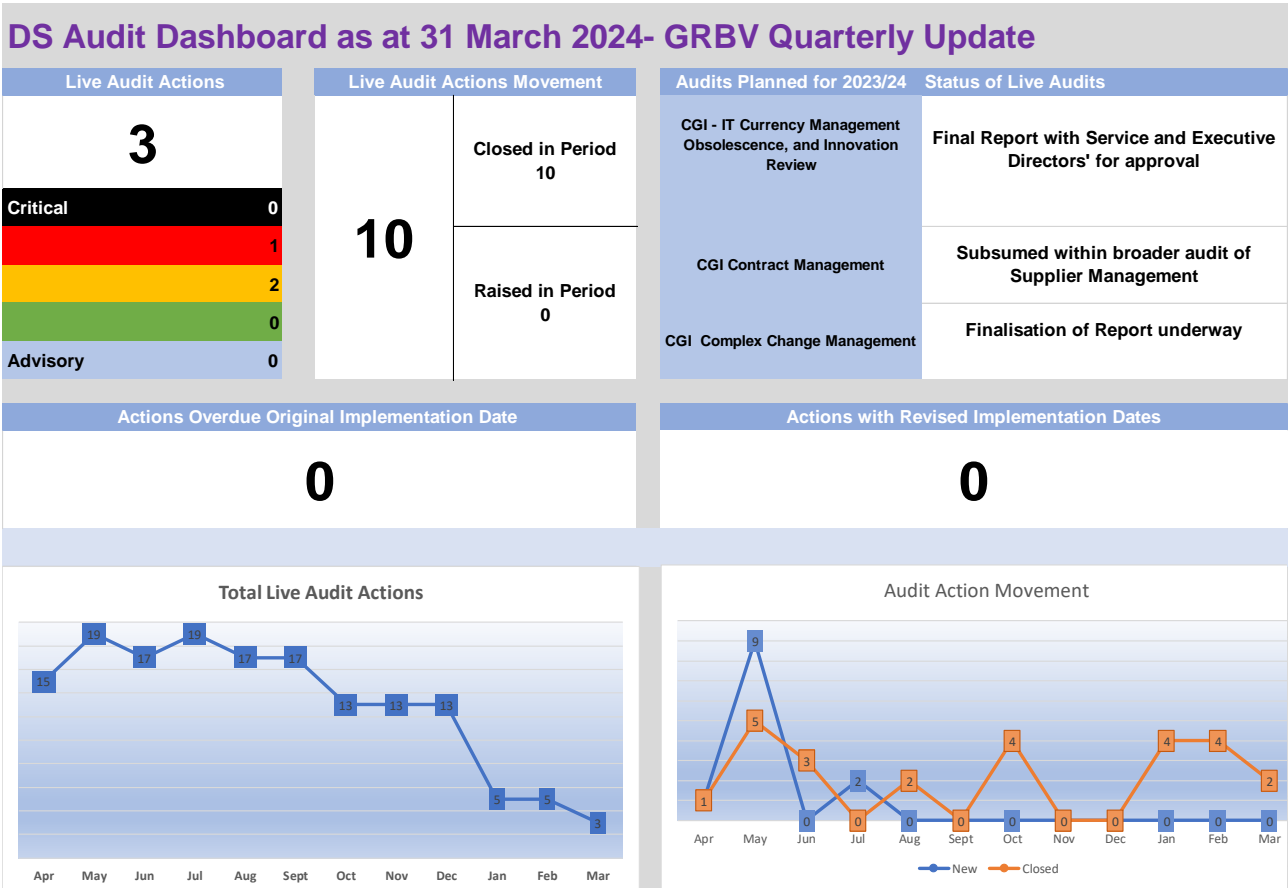
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L&T Vulnerability Status



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Appendix 7 – Audit Dashboard



Appendix 8 – Glossary of Terms

Term	Description
Anti-Virus Software	A program designed to detect and remove viruses and other kinds of malicious software from your device.
AV	Audio-visual - encompasses all technical components for audio and visual such as the equipment used in meeting rooms for hybrid meetings.
DPA	Data Protection Assessment - a process designed to identify risks and impacts arising out of the processing of personal data and to minimise/mitigate these as far and as early as possible.
ERP	Enterprise Resource Planning
Joint Design Authority	CEC & CGI Joint Board for Enterprise Architecture
Network Access Control	Policies enforced to restrict unauthorised users and devices from gaining access to a network.
RAM	Random Access Memory – memory which allows computers to store open and manage applications and data.
SAS	Security Assurance Statement – linked to DPA – a process to identify security risks and impacts.
STEM	Science, Technology, Engineering and Mathematics.
TOR	Terms of Reference
WAP	Wireless Access Point - device that allows wireless capable devices to connect to a wired network

Appendix 9 – Strategic Programme of Work

Strategic Programme of Work - Key Projects Dashboard – January 2024

Theme	Project	Lifecycle Point					Progress/Issues
			2023 Oct-Dec	2024 Jan-Mar	2024 Apr-June	2024 Jul-Aug	
Enhancing On-Line Offering	Customer Digital Enablement	Rolling Programme	New Online Forms, Application Integrations, Improving User Experience				Extending customer facing online services, automations & integrations
	Tenant Engagement Platform	Delivery	Delivery				Automated Housing solution for online citizen engagement
Application Performance	NetApp SAN Migration	Part-Complete	Phase 2 - G Drive Migration – in Planning				Applications migrated. G Drive migration - proposals in development
Driving Operational Efficiency	H&SC Rostering	Closure	Rollout Complete				All Localities now live – project closure activities underway
	Enterprise Resource Planning	Phase 1 Complete	Phase 1	DMS Phase2			Debt Management + E-Finance upgrade complete - Phase 2 underway
	Mobysoft RentSense Phase 2	Closure	Rollout Complete				“Daily Processing Virtual Officer” rollout complete - closure underway
	Housing IT Improvement Plan	Rolling Programme	Including Total Mobile Phase 2, Asset Management and Upgrades				Rolling Housing IT Improvement Programme
	Hosted IDOX	Closure	Early Life Support				Planning and Building Standards cloud migration – in early life support
	Smart Cities	Delivery	Moving to BAU				Installations completed for bin and humidity/temperature sensors.
	Regulatory Services Civica CX	Delivery	Phased Rollout of Civica CX – timeframe under review				Timeframes under review
	Revenues & Benefits Workflow Management	Complete	Rollout				System upgrade, cloud migration, and email import complete
	SWIFT Business Objects Upgrade	Delivery	Planning	Delivery			Upgrade SWIFT Business Objects – timeframes to be finalised
	Computer Added Facilities Management (CAFM)	Delivery	Planning	Phased Rollout of CAFM Services			Migrate legacy property IT system – timeframes to be finalised
	New HR and Payroll system	Delivery	Phase 1 Delivery			Phase 2	Moving legacy HR / Payroll system to cloud based alternative
	SWIFT Replacement	Mobilisation	Preparatory Work to Select and Deliver a New Social Care System				Project to replace the legacy social care system
	Income Management-Upgrade	Delivery	Delivery				Income and Cash Management system upgrade and cloud migration
	Providing Accessible Services	Website Developments	Rolling Programme	New Websites, Content Development, Accessibility Improvements			
Maintaining and Enhancing core system	Property ICT Programme	Rolling Programme	ICT infrastructure projects to support the capital property programme				Inc. Currie HS, Castlegreen / North Merchiston Care Homes & others
	Analogue to Digital Programme	Planning	Planning	Analogue to Digital Migrations			Phased migration up to Dec 2025 – in planning
	Currency Programme	Rolling Programme	Ensuring that IT applications & infrastructures remain fully supported				Ensuring all IT systems remain fully supported

Project	Strategic Programme of Work – Top 20 Projects – Project Glossary & Updates
Customer Digital Enablement	We are expanding the range of online services offered to citizens through the Council CRM system. This includes new forms to support Tables and Chairs permit payments, housing benefit short stays, Housing repairs general enquiries, and ongoing developments to build forms to support functions such as landlord registration payments, report faulty traffic lights, and discretionary housing payments.
Tenant Engagement	A project is underway with the Housing Service to rollout an automated tool for engagement with social housing tenants - to support functions such as online Community Consultations and Annual Surveys.
NetApp SAN Migration	The first phase of the programme to upgrade the Council's file storage infrastructure known as the "NetApp SAN", successfully completed in March 23. We are now working with our IT partner to prepare options and costed proposals to migrate the Council G drive from the NetApp SAN onto a cloud-based storage solution.
H&SC Rostering	In autumn 2023 we successfully rolled out the final phase of the new mobile rostering system to home care staff across the city. The system which is underpinned by an optimised scheduling engine, allows back-office teams to coordinate and track rosters in real-time, and for care workers to manage home visits via their smart phones. Project closure activities are now underway.
Enterprise Resource Planning	Over October 2023, a major milestone was reached with the successful upgrade of the Oracle eBusiness Suite from version R11i to R12. The project encompassed four key functional areas: Procurement, Finance, Debt Management and Business Change. This followed the launch of the new Apex Debt Management system which was rolled out in August. A further phase 2 development of the Apex system is now underway.
Mobysoft RentSense Phase 2	We successfully launched Mobyssoft's "Daily Processing – Virtual Officer" in November 2023, which automates the manual processing of rent payments made each day, thereby automatically removing them from housing officers' caseloads.
Housing IT Improvement Plan	A rolling programme of digital Housing projects is now underway, which includes asset management initiatives, online housing application developments, a web enabled housing options checker, and phase 3 of the housing repairs project which will deliver further mobile working efficiencies and service improvements.
Hosted IDOX	Over the summer, we successfully completed the migration of our Planning and Building Standards software suite into a private cloud - transferring responsibility for maintaining infrastructures, IT compliance and system support over to the supplier. The project remains in early life support to ensure any snagging issues are quickly identified and resolved.
Smart Cities	Work has now completed on the installation of 11,000 bin sensors and 1500 humidity/temperature sensors in 500 homes. The Si360 data platform is now in operation collecting data from these sensors.
Regulatory Services - CX	The Civica CX project is intended to replace the legacy Civica APP system with an upgraded cloud-based solution to support regulatory services. Timeframes for this project are currently under review.
Revenues & Benefits Workflow Management	Over the summer we successfully upgraded the Revenues and Benefits "Electronic Document / Workflow Management" application and transitioned the document store into the supplier Cloud. Further work also completed in Q3 2023 to extend the system, to support the automated importing and management of customer emails.
SWIFT Business Objects	We are working with our IT partner and business teams to prepare for the upgrade of SWIFT Business Objects which provides a centralised suite of data reports for the Council's social care & criminal justice services.
Computer Added Facilities Management	Work remains underway to plan the final migrations of the legacy property management system onto the new Computer Added Facilities Management (CAFM) system, which supports the management of corporate properties and building projects.
New HR and Payroll system	The project to replace our current HR and payroll system is now underway. The new system will provide colleagues and people leaders with further self-service functions, and will help remove duplication, and reduce printing and posting.
SWIFT Replacement	Preparatory work to select and deliver a new Social Care system which will support adult, children's and criminal justice services, is now underway.
Income Management	Work is now underway to upgrade our Income and Cash Management system and migrate it into the Cloud.
Website Developments	Rolling programme of web developments including projects to ensure compliance with web content accessibility Guidelines, upgrades to the "Edinburgh Guarantee" website which helps support people of all ages and backgrounds easily access and progress in fair work, training or further education, and further enhancements to the new "Foster with Edinburgh" website which was launched last year.
Property ICT Programme	We have a very busy schedule of ICT infrastructure projects underway. Key developments which have recently completed include North Merchiston Care Home, and the Boroughmuir High School Extension,. Other building projects which are underway include Castlegreen Care Home, Currie High School and work associated with the ongoing nursery expansion programme.
Analogue to Digital Programme	In preparation for the BT OpenReach Public Switched Telephone Network (PSTN) decommissioning deadline of December 2025, work has started with Procurement and Directorates to raise awareness and ensure that they have plans in place to switch over any remaining analogue telephone or broadband circuits before that date.
Currency Programme	As part of our currency programme, we are working closely with our technology partner and business areas, to ensure that our IT applications and infrastructures remain aligned to supplier support cycles, run at peak performance, and capitalise on new functionality and features offered through product releases.

Appendix 10 – Community Benefits

Overview of Community Benefits

Activity	Date	Description	Estimated Value (where possible)	Notes
Treeplanting	Mar-20	Sea Scouts Centre, Bonaly	£2,181.33	Assumption of 3 people tree planting, and using volunteering day exc cost of trees
Treeplanting	Dec-21	Hunters Hall Park (Jack Kane Centre)	£2,181.33	Assumption of 3 people tree planting, and using volunteering day exc cost of trees
Treeplanting	Feb-22	Ratho Primary School	£2,181.33	Assumption of 3 people tree planting, and using volunteering day exc cost of trees
Treeplanting	Feb-22	Hunters Hall Park (Jack Kane Centre)	£2,181.33	Assumption of 3 people tree planting, and using volunteering day exc cost of trees
Treeplanting	Feb-22	Craigmillar Park Golf Club	£2,181.33	Assumption of 3 people tree planting, and using volunteering day exc cost of trees
Treeplanting	Feb-22	Cyrenians School	£2,181.33	Assumption of 3 people tree planting, and using volunteering day exc cost of trees
Treeplanting	Apr-23	Hawkhill Woods	£2,181.33	Assumption of 3 people tree planting, and using volunteering day exc cost of trees
STEM Packs	2020-21	STEM Online Learning Packs - distributed to all educational establishments		
Empowered Learning	2021-23	CGI recruited floor walkers from CEC School Leavers.		6 floor walkers recruited
Kit Sponsorship	Feb-22	James Gillespie's Netball Team	£500.00	
Kit Sponsorship	Feb-22	Leith Rugby Youth Development	£500.00	
Kit Sponsorship	Oct-23	Edinburgh Currie Star Boys Football Club	£500.00	
One City Trust	2021-22	Corstorphine Community Centre - assistance with infrastructure improvements	£2,908.44	2 people for 2 days
One City Trust	2021-22	Four Square/Union Canal Society - website development and digital public consultation assistance.	£2,908.44	2 people for 2 days
One City Trust	2021-22	Networking Key Services - technical knowledge and troubleshooting skills.	£2,908.44	2 people for 2 days
One City Trust	2021-22	The Open Door - website development.	£2,908.44	2 people for 2 days
One City Trust	2021-22	Lochend Football Club - Wi-Fi and online presence development.	£2,908.44	2 people for 2 days
Lord Provost	May-23	Donation in recognition of disrupted services on 3rd May 2023	£3,000.00	
Cyber Escape Room	Feb-23	Visit to Atlantic Quay - visited by schools and the public.	£10,906.65	assume 3 games masters. 5 days of open to public. Exclusive of transport & logistics
STEM Event	Oct-23	Dean Park PS	£1,454.22	2 people 1 day
STEM Event	Oct-23	Kirkliston PS Girls Coding Club	£1,454.22	2 people 1 day
Litter Pick	Oct-23	Edinburgh City Centre	£4,362.66	6 members volunteering for 1 day
Kit Sponsorship	Dec-23	Edinburgh University Vet's Squash Club	£500.00	
Cyber Escape Room	Mar-24	Edinburgh Napier Sighthill for 5 days. 26th Feb to 1st March. (Uni Studrnts. Staff & College Students)	£10,906.65	3 games masters. 5 days of open to public. Exclusive of transport & logistics
Kit Sponsorship	Mar-24	Morton Running Club	£500.00	