

Meeting: Cabinet

Date: 19 January 2021

Wards Affected: All

Report Title: Microsoft 365 Contract

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1. Purpose of Report

1.1 Microsoft 365 Contract to provide office applications, simple collaboration, video conferencing and file storage.

2. Reason for Proposal and its benefits

The benefits of Microsoft 365 over traditional “on-premise” applications are numerous.

- Simple collaboration between council staff, partners, suppliers and customers.
- Reliable access from anywhere, enabling a flexible, mobile workforce to better serve Torbay’s residents and visitors.
- Improved IT Security & Information Governance compliance.

2.1 This has been planned for some years; other councils, including Devon and Plymouth, have already adopted the technology along with many schools, police forces, and other public and private sector organisations. TDA are in the process of migrating to Microsoft 365 and SWISCo have already adopted the technology. The NHS signed a deal in July this year.

2.2 Sharing the same collaboration tools as our strategic partners advances the aims of the IT Strategy – to standardise, simplify & share – and encourages communication between organisations.

We want Torbay and its residents to thrive.

We want Torbay to be a place where we have turned the tide on poverty and tackled inequalities; where our children and older people will have high aspirations and where there are quality jobs, good pay and affordable housing for our residents.

We want Torbay to be the premier resort in the UK, with a vibrant arts and cultural offer for our residents and visitors to enjoy; where our built and natural environment is celebrated and where we play our part in addressing the climate change emergency.

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- 2.1 The proposals in this report help us to deliver this ambition by improving collaboration and information access for all services throughout the council, and between the organisation and strategic partners.
- 2.2 The reasons for the decision are delivery of the benefits of 365. These were detailed in the business case approved in 2019 and are now supplemented by the risk that if we do not adopt the technology we risk being a block to effective partnership working by virtue of out-dated systems.

3. Recommendation(s) / Proposed Decision

Agree with Microsoft an Enterprise Subscription covering all standard Microsoft Office 365 products, the annual revenue implication of this decision is £216,000.

Microsoft 365 includes the latest version of Microsoft Office. Our current version expires in 2023, a capital investment of around £500,000 would be required at this time to licence an upgrade, taking the recommendation avoids that cost.

Supporting Information

1. Introduction

The council has been investigating Microsoft 365 for some years and the business case was developed well before covid-19 hit. Since then, the obvious benefits of Microsoft 365 to remote working have added another dimension, with some departments forced to purchase parts in advance of a corporate rollout because all other partners were exclusively using it.

Torbay Council is undergoing a re-design of services and new ways of working, both of which will make remote and mobile working more likely.

2. Options under consideration

No other options are being considered, this course of action was agreed in 2019.

3. Financial Opportunities and Implications

Annual revenue of £216,000

Microsoft 365 includes the latest version of Microsoft Office. Our current version expires in 2023, so a capital investment of around £500,000 would be required by then to licence an upgrade just to stay with on-premise software.

4. Legal Implications

None.

5. Engagement and Consultation

A Microsoft Partner has been identified with the assistance of procurement services. Staff are engaged in the project with champions being identified in each department.

6. Purchasing or Hiring of Goods and/or Services

Purchasing through a Microsoft Licencing partner gives access to discounted prices.

7. Tackling Climate Change

A flexible, mobile workforce with video conferencing and remote access to information reduces the need for staff to travel into the office.

Dedicated cloud computing datacentres are much more efficient than local datacentres - Microsoft has been carbon neutral since 2012 and has committed to be carbon negative by 2030.

8. **Associated Risks**

Risks associated with not making this decision are a greater difficulty in collaborating with partners and an ultimately more expensive piecemeal licencing scenario, as individual departments are forced to adopt the tools to keep pace with partners.

Equality Impacts

9.	Identify the potential positive and negative impacts on specific groups		
	Positive Impact	Negative Impact & Mitigating Actions	Neutral Impact
Older or younger people			x
People with caring Responsibilities			x
People with a disability			x
Women or men			x
People who are black or from a minority ethnic background (BME) <i>(Please note Gypsies / Roma are within this community)</i>			x
Religion or belief (including lack of belief)			x
People who are lesbian, gay or bisexual			x
People who are transgendered			x
People who are in a marriage or civil partnership			x
Women who are pregnant / on maternity leave			x

	Socio-economic impacts (Including impact on child poverty issues and deprivation)		X
	Public Health impacts (How will your proposal impact on the general health of the population of Torbay)		X
10..	Cumulative Council Impact (proposed changes elsewhere which might worsen the impacts identified above)	None identified	
11.	Cumulative Community Impacts (proposed changes within the wider community (inc the public sector) which might worsen the impacts identified above)	None identified	