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County Hall
Rhadyr
Usk
NP15 1GA

Wednesday, 21 June 2023

Notice of Reports Received following Publication of Agenda.

Governance and Audit Committee

Thursday, 29th June, 2023 at 2.00 pm,
Council Chamber, County Hall, The Rhadyr USK

Attached are reports that the committee will consider as part of the original agenda but were submitted to democratic services following publication of the agenda.

Item No	Item	Pages
7.	**Presentation from Matt Lewis, SRS - role and purpose of SRS.**	1 - 22

Paul Matthews
Chief Executive

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SRS Member Briefing June 2023

Welcome and thank you

- We would like to thank you for the opportunity to meet you, to update on all things SRS and present the considerable progress over the last few years.

- Today representing the SRS is:

  Matt Lewis (Chief Operating Officer)

  Kath Beavan-Seymour (Deputy Chief Operating Officer)

What is the SRS ?

The Shared Resource Service (SRS) is a unique and successful collaboration in South Wales that provides technology services to the public sector.

The Shared Resource Service (SRS) partners include Blaenau Gwent County Borough Council, Office of the Police and Crime Commissioner Gwent, Gwent Police, Monmouthshire County Council, Newport City Council and Torfaen County Borough Council.

The SRS operates a collaborative service through a single organisational structure and delivery model and is one that is encouraged through the Welsh Public Sector Technology Strategy a document written and endorsed by Welsh Government.

SRS numbers …

£16,800,000 annual budget

65,000 Education customers

11,000 corporate customers

470 Broadband connections

~220 fte

140 schools

6 organisational partners

2 data centre infrastructures

1 SRS

Mission, vision, values …

Mission	To use shared technology platforms to consolidate the demand and broker the supply of all types of services to the Public Sector.
Vision	To be more efficient through the use of technology.
Values	When people are sharing their practice, they add value to the common purpose of the SRS.

Strategic Aims

Strategic Aim #1	INNOVATING WITH EXPERTS: improve services to provide a solid foundation upon which partner organisations can operate.
Strategic Aim #2	MODERNISING THE EMPLOYEE EXPERIENCE: ensure the investment in technology is focused on delivery of the corporate priorities of the partner organisations.
Strategic Aim #3	POWERING UP THE CLOUD: provide a collaborative platform for public sector organisations to share common ground.

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Who are all of our partners and what do they want?

Partners

What do our partners want?

Solid core

Better user engagement

Quicker turn around of projects

Autonomy over solutions

Less complex technology

Simpler access anywhere

Reducing technical debt

Better integration

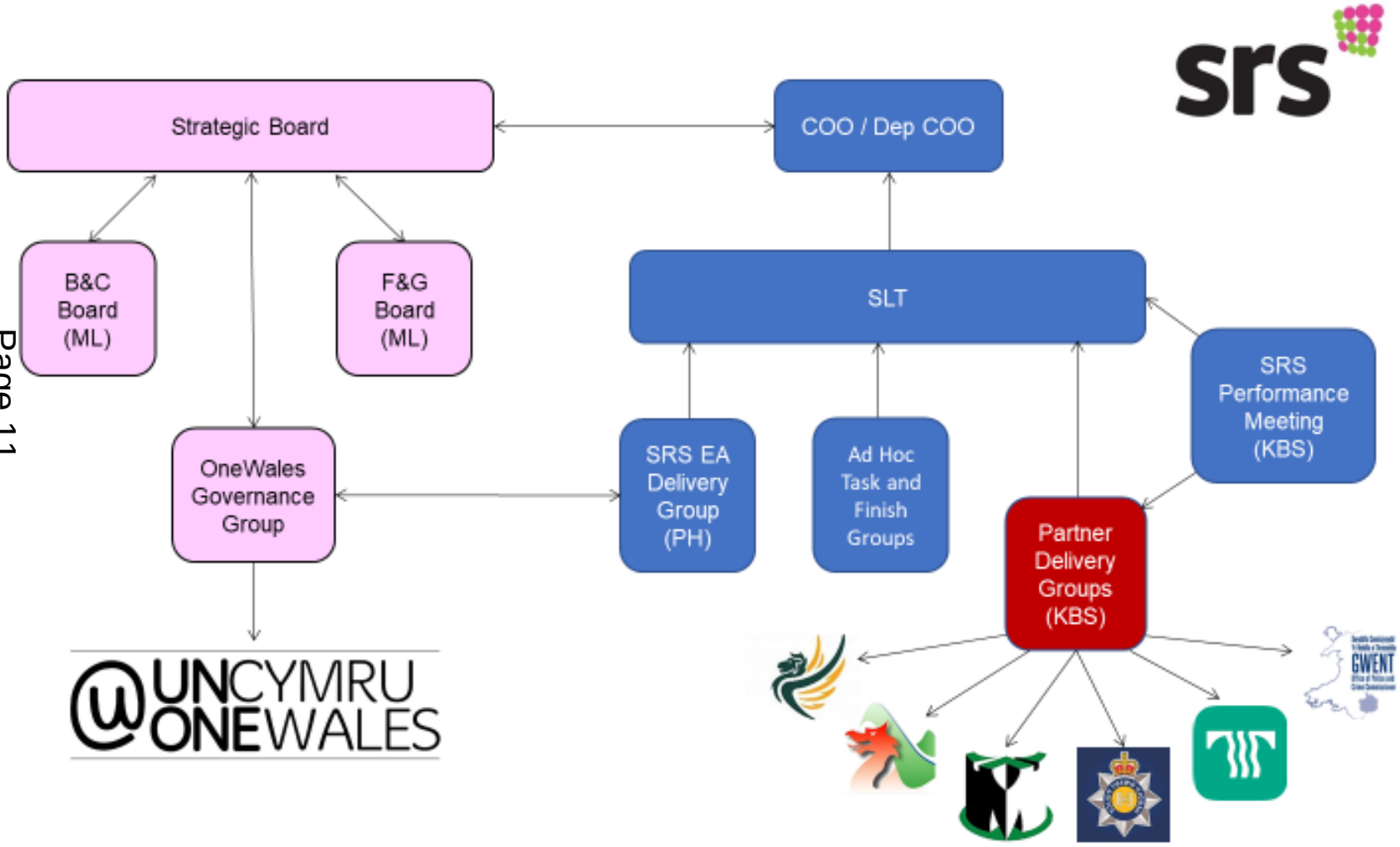
Reduced cost of provision

Value for money

Meet their aspirations of brilliant, excellent, best …

How is the SRS governed

Governance Framework



Strategic Board Recommendations

The key focus areas have been recommendations 1, 5 and 16 in support of the major data centre moves described in the following section.

Recommendation			1	2	3	4	5
	1	Office 365					
	2	GovRoam					
	3	Gov WiFi					
	5	Shared Networking					
	6	Secure Mobility					
	7	Shared Databases (Oracle)					
	8	Shared Databases (Microsoft)					
	9	TEAMS Telephony					
	10	Sharepoint Online					
	15	Microsoft Agreement Exploitation					
	16	Cloud Services					

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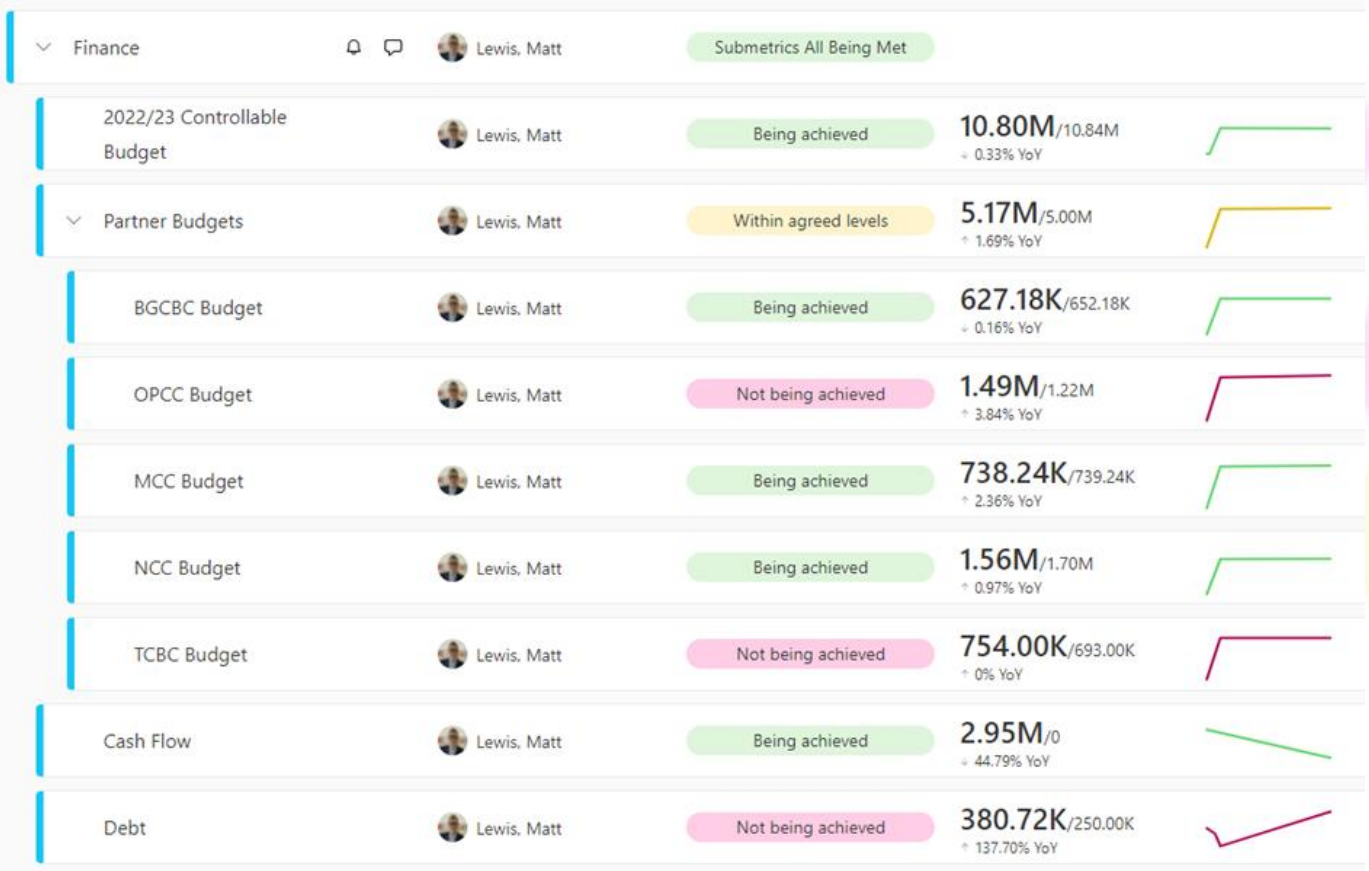
How do we monitor SRS Performance and where

SRS Performance Scorecard



Finance	Lewis, Matt	Submetrics All Being Met		
2022/23 Controllable Budget	Lewis, Matt	Being achieved	10.80M/10.84M 0.33% YoY	
Partner Budgets	Lewis, Matt	Within agreed levels	5.17M/5.00M 1.69% YoY	
BGCBC Budget	Lewis, Matt	Being achieved	627.18K/652.18K 0.16% YoY	
OPCC Budget	Lewis, Matt	Not being achieved	1.49M/1.22M 3.84% YoY	
MCC Budget	Lewis, Matt	Being achieved	738.24K/739.24K 2.36% YoY	
NCC Budget	Lewis, Matt	Being achieved	1.56M/1.70M 0.97% YoY	
TCBC Budget	Lewis, Matt	Not being achieved	754.00K/693.00K 0% YoY	
Cash Flow	Lewis, Matt	Being achieved	2.95M/0 44.79% YoY	
Debt	Lewis, Matt	Not being achieved	380.72K/250.00K 137.70% YoY	

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What are the significant achievements over the last few years

Key updates

Staffing

- Successful integration of all staff into a single SRS model
- Greater development and career opportunities

Core service

- Consistently delivering above the agreed SLA

Projects

- EdTech implementation
- Move to Office 365 and Teams to enable remote working
- Teams Telephony across the Authority
- Monmouthshire successfully migrated to new data centre and shared infrastructure for corporate and schools
- Cyber Security SOC / SIEM

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Financial Arrangements

Monmouthshire Budget

The 2023-24 budget that the SRS required from Monmouthshire was £3,056,044.

£709,417 is covered by income for services to schools and others.

£738,224 is for direct contracts for licenses and support / maintenance with external suppliers, as an example the largest being the Microsoft Enterprise Agreement.

This makes the Monmouthshire contribution for core SRS services £1,608,403.

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What will our future focus areas be

Future focus

The rationalisation of legacy technology

Better use of Council data

Automation (AI, RPA)

Digital skills

Cyber Security

Net Zero and sustainability

Happy to take any questions

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