

Project Name	Project Description	Original Approved End Date	Planned Delivery Date	RAG Status	Performance Summary	Last updated	Service Area	Project Sponsors	Project Managers
Customer Portal	Development of a customer portal and the processes that support the portal that allow for the creation of end to end digital services that integrate with back office system. This also includes the replacement of Dynamics as a tool in the contact centre. This includes the deliver of forms for Operations, Taxi Licensing and eBilling.	31-Oct-19	30-Dec-20	R	<p>Customer Portal Project</p> <p>Yotta Alloy project changes and slippage have affected the portal programme, streets forms are now scheduled for release during Q2 and dates are being looked at for Waste or Grounds integrations. SLT have agreed a change in approach, with dedicated resource in Transformation being created to deliver digital for (and with) services. eBilling on hold till new print supply contract award. Data analytics proceeding but slow going due to issues getting data.</p> <p>Dedicated, and increased, project resource allocated from Customer Services - but needs to be reassessed in light of Covid-19, Project Team meets 17/4.</p> <p>Dynamics Replacement Project</p> <p>Solution must go live by June 2020 due to Dynamics no longer being supportable. Challenges in communicating goal and purpose of the project have been partially addressed. Customer services are developing policy and processes to handle the new functionality and decisions that need to be made in using the new system. Data have been extract from Dynamics to allow us to understand current usage and build based on this. Work has begun on migrating information request content to the portal and a full review of all SRs is scheduled to generate a list of needed webforms. Customer Services team are developing training processes and we plan to dual run Dynamics and IEG4 to allow agents to learn the new functionality a piece at a time.</p>	14-Apr-20	Transformation	John Taylor	Tony Evans
Council Anywhere	Council Anywhere	29-Jan-19	31-Mar-20	R	All teams at SCDC and Hunts in terms of project are 100%. All devices are built, vacant post laptops have been built and stored in the IT store room for Desktop to hand out when required. PM currently risk assessing rebuilds of laptops. HDC Customer services are having their full rebuild this week. PM still continuing with SWPS that are not impacted by Covid-19.	14-Apr-20	3C Shared Services	Oliver Morley	Paul Ashbridge
Eastnet MLL Migration	Eastnet MLL Migration	-	30-Jun-20	A	<p>The core: All core services and data centres are now migrated to Eastnet. Some performance issues experienced accessing services hosted in Pathfinder House. Agreement to failover traffic for HDC to Shire Hall to check if this improves performance.</p> <p>The edge: The site burndown report - 60 sites total. Currently 42 sites connected. Main blockers are Cambridge sites (Mandela House, plus Civils at Grand Arcade, Ditchburn Place and Brown's Field). All sites are extended until 30th June 2020. Ramsey One Leisure which is due to be cut off on 31st March, challenges with rural location.</p> <p>Forecast, remaining sites by the end of March after which the project will have delivered all the changes needed and will then be considered for closure. It is possible that there may be 3 or 4 sites in April that need some extended attention.</p> <p>The project has agreed to merge Clearpass deployments where needed at the remaining site migrations as Clearpass cannot be deployed at sites until Eastnet is connected.</p>	14-Apr-20	3C Shared Services	Oliver Morley	Peter Holmes

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CCTV upgrade	CCTV Control Room, Camera and Network Upgrade	03-May-19	31-Mar-20	G	<p>All but 2 cameras in Huntingdon have been replaced, remaining require BT ethernet conversion to links ready that has been ordered. 11 more BT analogue circuits are now cancelled for St Neots that will save on future revenue costs for the service now Huntingdon almost completed. Additional power ordered for other towns due to network design changes with utility company though may be issues with some locations if used for Xmas decorations and that may affect further rollout of some cameras and is being investigated.</p> <p>Project Manager reports that project still Amber until digital camera rollout completed to allow assessment if existing targets can be met or need to be reviewed. Issues on roll out of Cambridge cameras continue due to complexity of permissions of listed buildings and associated negotiations. Huntingdon Complete, some issues in connecting up St Ives due to network provision organised by contractor which was escalated by Head Of Service this week. Service is now connected to external internet to progress new system set up. Secondment established to achieve this by end March 2020. Difficulties in business continuity during network change over with work arounds in place. Legacy systems will be de-commissioned once new digital system set up. Service Planning of stabilised service underway. Plan in place to set up digital cameras and camera roll out will be fully concluded end of January. Desk based accreditation on track end of March with full Kite Mark, interior completion on track end March. Team using digital back office, superuser training done. reporting being reviewed to generate performance indicators. All HDC cameras done, Yaxley needs connection, Huntingdon Multi-Storey Car Park needs finalisation. City 2/4 car parks done. All on track for revised completion of 31st March for all works. Independent system test commissioned to check delivery of £350k project with quality assurance.</p>	17-Mar-20	Operations	Neil Sloper	Eddy Gardner
Payment Card Industry Data Security Standards (PCIDSS)	Following recommendation from NCC Group who were invited to analyse what the 3 authorities need to do to become PCI DSS compliant, this project was implemented. This is phase 1 of the project where we will focus on becoming PCI DSS P2PE compliant at the 3 authorities by updating PED (Chip and Pin).	31-Dec-18	30-Jun-20	G	Qualified Security Assessor audit planned for 22 - 24 April. Lined up relevant people to take part. Working with NCC about doing the audit remotely.	14-Apr-20	3C Shared Services	Tony Allen	DK
Environmental Health System Procurement / Implementation	Project has been broken down into two phases. Selection and Implementation. The Selection project is for the three Councils to choose a single supplier to replace current environmental health systems with a single system. SCDC is leading on the project on behalf of the three Councils.	31-Mar-20	31-Jan-21	G	Contract executed. Project governance agreements underway between 3 Councils.	14-Apr-20	3C Shared Services	John Taylor	David Pope

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Outsourced Hybrid Mail & Printing Project	Outsourced Hybrid Mail & Printing Project	-	30-Sep-20	G	Progress has been made. Plans to outsource printing are now moving at pace. HDC is partnering with Cambs City and our requirements have been produced. Decisions concerning TUPE transfer of a member of staff have been resolved. Original Approved End Date not known due to departure of Head of Service. There is some possible slippage in timescales, due to delays in procurement. Project Manager tasked to respond to John Taylor.	30-Mar-20	Community	John Taylor	Andy Lusha
Windows Server 2008 Migration	There are a number of servers running Windows Server 2008 across the 3 councils. Windows Server 2008 currently due to fall out of support in January 2020. Services and applications hosted on these platforms will need to be migrated to a new platform and tested.	28-Feb-20	18-Dec-20	G	No progress since last review as Telephony ramping up. Last two Project Team meetings were postponed due to lack of attendance. Reviewed the Server Spreadsheet with Alex Young and have categorised servers based on the required team's input. To review with Andrew Howes to confirm.	14-Apr-20	3C Shared Services	Sagar Roy	Peter Holmes
Operations Back Office System - Yotta	Streets/Grounds/Recycling and Waste Services: Phase 1: Streets April 2019 / Phase 2: Grounds Sept 2019 / Phase 3: Waste Services May 2020 / 3C project across the three authorities.	07-May-19	30-Apr-20	R	HDC Currently testing workflows with integrated eForms. Awaiting resolution of workflow issue due April, though Yotta monitoring & cancelling large jobs. Rollout needs to be re-looked at due to social distancing rules.	14-Apr-20	3C Shared Services	(Joel Carre (CCC)) Neil Sloper	Tony Allen
One Leisure Ramsey - 3G Artificial Pitch	3G Artificial Pitch (2018/19 Capital programme) (M10)	31-Dec-18	31-Mar-20	A	Delayed due to Covid-19 to get contractors onsite. Next stage is for Archaeology work to be undertaken and was planned to commence week commencing 11 May.	11-May-20	Leisure & Health	Jayne Wisely	Martin Grey
One Leisure St Ives Changing Rooms	Capital 2019/20	TBC	TBC	G	Being discussed through Head of Service with SLT. Significant customer dissatisfaction with the facility now the biggest single cause of disruption across the whole One Leisure with NPS (Customer Satisfaction Score) less than 10 at St Ives (directly attributable to Changing Rooms) whilst other sites sit at or above the national average of around 42.	09-Mar-20	Leisure & Health	Paul France	Chris Keeble
One Leisure St Ives - Outdoor Fitness Facility	Outdoor Fitness Facility (2018/19 Capital programme)	31-Jan-18	10-Feb-20	G	Completed on time and now open and fully functioning. Final account (minus retention) being agreed and signed off	09-Mar-20	Leisure & Health	Paul France	Pete Corley
One Leisure Impressions - Equipment Refresh	Capital Refresh 2019/20 - Gym Equipment Refresh and Access Control	24-Dec-19	07-Dec-19	G	Complete	03-Feb-20	Leisure & Health	Paul France	Dan Gammons

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Alms Close, Huntingdon - Land development	Development of Land at Alms Close, Huntingdon	31-Oct-19	18-Sep-20	A	SLT approved scheme on the 20th August 2019 and again in September following a 2nd meeting. Treasury and Capital Management Group approved Development 30.09.2019, Project could not progress further until this was approved which delayed start date. Contractor to be requested to confirm tender still stands and on acceptance a notice will be put on PROCONTRACT. Contract Commenced 07/01/2020. The project completion date is likely to be revised due to the Coronavirus pandemic and the restart of the project will be subject to general working conditions returning to normal. There will be no increased costs from the suspension as the matter is deemed one of Force Majeure.	26/03/2020	Resources	Justin Andrews	Carl Egonu
Litter Innovation Fund	Introduce automated forms into business systems	TBC	31-Mar-21	A	Project is in the process of being initialised after DEFRA funding received. Works planned, layby litter bin initiative working with Highways England on the new A14 will be completed by end March 2020. Problems with A14 engagement so have prioritised other key roads and laybys. Covid-19 has halted progress as non-essential works.	02-Apr-20	Operations	Neil Sloper	Kristie Wilson
Consolidate Server Rooms	To consolidate the three council's server rooms which will in turn improve flexibility and growth options, mitigate the current risks of out of support and aging hardware, leverage financial benefits and improve operation services.	12-Dec-17	30-Nov-19	G	Project complete and closure agreed by the Project Board. End of project report completed dated 20th November. Other than retrospective mop up work, work closed. Proposing having a governance board to pick up kind of issues emerging from this work stream.	31-Mar-20	3C Shared Services	(Fiona Bryant (CCC)) Oliver Morley	Peter Holmes