

<b>Subject:</b>	<b>EXTENSION TO ROCK-MANAGED AZURE SERVICE</b>
<b>Date:</b>	<b>19 October 2023</b>
<b>Decision to be taken by:</b>	<b>Mike Davis, Strategic Director (Finance and Housing) and Section 151 Officer</b>
<b>Report of:</b>	<b>Andrew Way, Technology Lead</b>
<b>Portfolio Holder:</b>	<b>Councillor Jamie Pout, Portfolio Holder for Transport, Licensing and Environmental Services</b>
<b>Decision Type:</b>	<b>Executive Non-Key Decision</b>
<b>Classification:</b>	<b>Unrestricted</b>
<b>Delegated Authority:</b>	<b>Delegation C64 to the Section 151 Officer of Section 6 (Scheme of Officer Delegations) of Part 3 (Responsibility for Functions) of the Constitution: ‘To authorise new projects up to £50,000 that can be funded within the overall resources of the approved Medium-Term Financial Plan’.</b>
<b>Purpose of the report:</b>	6-month extension to ROCK-managed service for Azure.
<b>Recommendation:</b>	To approve a 6-month extension to the managed service for Azure provided by ROCK.

## 1. Summary

1.1 DDC has decided to move to a preferred Cloud first route for the following reasons:

- Improved Business Continuity and Security
- Enabling digital transformation
- Leveraging new technologies
- Flexibility of infrastructure (coping with high demand periods)
- Readiness for modernisation of systems (SaaS)
- Eventual reduction in capital ICT costs

1.2 This involves moving ICT systems and data from servers managed at Thanet DC by the (soon to be closed) joint ICT service to “the cloud”. The preferred Cloud solution is Software as a Service (SaaS) which is where the company providing the system would host and manage the solution on their infrastructure. If this is not viable the next preferred option is to host them in DDC’s Microsoft Azure Cloud.

1.3 In a previous report to migrate the IDOX servers into Azure, a co-managed service cost was included, this gave 6 months of Azure management support provided by ROCK.

## 2. Introduction and Background

2.1 DDC started the journey to Cloud when migrating to Microsoft 365 late 2019. Since then, we have moved systems to (SaaS) solutions where viable. The next phase is to start migrating systems with no SaaS option to Microsoft Azure.

2.2 A 6-month managed service for Microsoft Azure was included in a previous report (See Decision DD06 23), this was to allow the in-house infrastructure team to learn the Azure solution, including knowledge sharing sessions from ROCK. These knowledge sharing sessions have been valuable so far and plans to co-manage while

infrastructure team take on full management have not changed, although additional time is required to complete this.

2.3 Due to the complexity and timelines of the ICT disaggregation and the time required from the infrastructure team to assist with projects for migrations to Cloud of various systems, there is a requirement for additional managed service time. This will reduce the pressure from the infrastructure team and give more time to complete knowledge sharing and tasks required for the disaggregation.

2.4 This report is to approve an additional 6 months of co-managed service support for Azure from ROCK.

### **3. Identification of Options**

3.1 Option 1 – Do not extend co-managed service.

3.2 Option 2 – Approve project for an additional 6-month co-managed service for Azure, provided by ROCK.

### **4. Evaluation of Options**

4.1 The option to not extend the co-managed service has been considered, but due to complexity of ICT disaggregation, additional support time is required from ROCK. If we do not go ahead with the extension, the in-house ICT team will not be able to manage our Azure infrastructure in the future.

4.2 The recommended option is to approve the project for a 6-month extension to the managed service.

4.3 ROCK are one of the only UK Partners to get funding for the analysis work within Azure and have experts within this area. They successfully bid for funding from Microsoft for the work they have completed so far for DDC.

4.4 Migrations are going well into the Azure platform, and this means more systems used by the Council are reliant on Azure functioning efficiently. The additional 6 months support from ROCK will mitigate risk of system disruptions as the infrastructure team disaggregates systems and infrastructure from TDC.

### **5. Resource Implications**

5.1 There is budget allocated in the ICT reserve for this project.

5.2 The infrastructure team have worked well with ROCK during the implementation of services in Azure. The cost for an additional 6-month co-managed service of the DDC Azure platform is £39,300. Giving the team support and extra knowledge transfer time required to be ready to support the platform in house going forward.

### **6. Climate Change and Environmental Implications**

### **7. Corporate Implications**

7.1 Comment from the Director of Finance (linked to the MTFP): Accountancy have been consulted on the report and have no further comments to add. (AG)

7.2 Comment from the Solicitor to the Council: The Solicitor to the Council has been consulted in the preparation of this report and has no further comments to make.

7.3 Comment from the Equalities Officer: This report recommending the approval of a 6-month extension to ROCK managed service for Azure, does not specifically highlight any equality implications, however in discharging their duties members are required to comply with the public sector equality duty as set out in Section 149 of the Equality Act 2010 <http://www.legislation.gov.uk/ukpga/2010/15/section/149>.

7.4 Other Officers (as appropriate):

8. **Appendices**

Not applicable.

9. **Background Papers**

Relevant papers on Digital Services files.

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