

Chichester District Council

Cabinet

6 September 2022

Moving the Council's website into the Cloud

1. Contacts

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2. Recommendation

2.1 Cabinet approve a four-year contract with Goss Interactive to move the Council's website platform into the Cloud, to improve online services and security.

2.2 Cabinet approve the additional revenue budget of £21,399 a year plus one-off costs of £15,750, year 1 costs to be funded from General Fund reserves and subsequent years to be added to the base budget.

3. Background

3.1 The council's web platform (Content Management System) has been used by the council since 2007 to deliver its online services. At present, our website, intranet, and subsites are hosted on servers which are maintained in-house.

3.2 From the end of this year, Goss Interactive, which provides our web platform, will no longer support the council's website unless it is placed in Goss Cloud Services.

3.3 Most digital companies are moving their digital systems into the Cloud so that they can provide increased security, backup and disaster recovery facilities, as well as access upgrades much quicker. The council has already moved some of its key IT systems into the Cloud.

3.4 Although moving to the Cloud will increase revenue costs, it will deliver savings in the long-term and will enable the council to deliver key improvements to online services. This is fundamental to improving online services for our customers. This would cost

an additional £21,399 a year for the next four years, plus a one-off cost of £15,750 if signed by 27 September 2022.

3.5 Utilising Cloud services will:

- provide the council with a much stronger disaster recovery solution.
- reduce the cost of upgrades.
- speed up the introduction of new online services, including personalised services.
- result in less internal development, providing greater resilience.
- reduce the time spent on server security and system maintenance.
- reduce downtime; and,
- increase our information security standard to ISO 27001 and Quality Management Systems to ISO 9001.

3.6 The business case has been produced with the assistance of Hampshire Procurement Services, using the G-Cloud Framework. The framework allows local government providers to access preferential rates and benchmark suppliers.

3.7 After 27 September 2022, the framework will change from version 12 to 13. The cost will increase further under framework 13 and the terms and conditions will change.

4 Outcomes to be Achieved

- 4.1 To deliver a web platform that can continue to meet our customer's needs in line with our approved Communications and Digital Strategy.
- 4.2 To provide the Council with a much stronger disaster recovery solution.
- 4.3 To provide quality digital services and content and to make our online services more accessible to all.

5 Proposal

5.1 The proposal is to move the web platform into the Cloud, with Goss Services in accordance with an approved framework agreement in association with the Council's legal and procurement services.

6. Alternatives Considered

6.1 Three options were explored including continuing to host the website platform in house and moving to another provider. However, it was evident that continuing to stay with our current provider offered the best value; security options; and development opportunities to improve online services for our customers. See appendix one for further details.

7 Resource and Legal Implications

7.1 The resource and legal implications have been considered as part of the business review.

8 Consultation

- 8.1 We have consulted with key services areas including ICT and Customer Services, all of whom have given their backing to this proposal.
- 8.2 The Business Improvement Board has been consulted and informed throughout the process.

9 Community Impact and Corporate Risks

- 9.1 Improved online services should have a positive impact on the community.

10 Other Implications

	Yes	No
Crime and Disorder		No
Biodiversity and Climate Change Mitigation		No
Human Rights and Equality Impact		No
Safeguarding and Early Help		No
General Data Protection Regulations (GDPR)		No
Health and Wellbeing		No
Other		No

11 Appendices

Appendix 1 – Exempt information - Goss Cloud Services Business Case

12 Background Papers

None