



OFFICIAL EXECUTIVE DECISION NOTICE PUBLISHED BY DEMOCRATIC SERVICES

Notice is hereby given that the following decision(s) have been made today by Cabinet Members at the London Borough of Hillingdon:

Title of decision	MICROSOFT UNIFIED SUPPORT CONTRACT
Reference No.	844
Date of decision	Thursday 13 July 2023
Call-in expiry date	Thursday 20 July 2023
Relevant Select Committee	Finance and Corporate Services Select Committee
Relevant Wards	N/A

Decision made

Cabinet Members making the decision	Councillor Ian Edwards – Leader of the Council Councillor Douglas Mills – Cabinet Member for Corporate Services
Decision	Approved That the Leader of the Council and the Cabinet Member for Corporate Services: Agreed to the 2-year, 9-months Microsoft Unified Support contract with Microsoft, to be co-termed with the existing Microsoft 365 Licensing Agreement at a cost of £136,330 fixed over the proposed contract term.
Reason for decision	<p>A 33-month co-termed support contract results in significant cost savings when compared to arranging yearly renewals.</p> <p>The London Borough of Hillingdon uses Microsoft 365 for critical Email and Collaboration (Teams, SharePoint) services, and Microsoft Azure for hosting/delivery of critical business systems requiring server infrastructure. Microsoft Unified Support provides the following benefits and assurances to London Borough of Hillingdon ICT Staff:</p> <ul style="list-style-type: none">• Direct access to Microsoft's critical situation specialists, with a 1-hour response time for Critical (service affecting) incidents.• Guided assistance across Microsoft technologies, including planning for emerging technologies, security features, and optimising workloads.• Access to Digital training resources developed by

	Microsoft support engineers.
Alternative options considered and rejected	<p>1. Cancel Microsoft Unified Support contract. ICT Officers would lose direct access to Microsoft Critical Situation Specialists. Standard Service Response times of between 2-8 hours would apply to any incidents logged with Microsoft, increasing the impact of any service-affecting incident. Guided assistance and digital training would not be available to ICT officers or LBH Staff. This option is not recommended: Microsoft 365 provides critical email and collaboration services, and Microsoft Azure hosts key business critical systems for which business areas expect high quality support and maintenance.</p> <p>2. Arrange Microsoft Unified Support Contracts annually. ICT have shown that over a period of 3 years an annually renewed contract will cost much more than a single 33-month co-terminated contract (details in supporting information). Therefore, this option is not recommended.</p> <p>3. Tender for a Microsoft 365/Azure Support Contract with 3rd party resellers. This is not recommended: Such a process will introduce a delay in the contract start date, and to obtaining direct access to official Microsoft specialists in the event of a critical incident. Since the products we use are produced by Microsoft, it makes technical sense for Microsoft to support those products.</p>
Classification	Part II – Members' Only and Not for Publication
Link to associated report	<i>That this report be declared as exempt from publication as it involves the disclosure of information in accordance with Section 100(A) and paragraph 3 of Part 1 of Schedule 12 (A) to the Local Government Act 1972 (as amended), in that the report contains information relating to the financial or business affairs of any particular person (including the authority holding that information) and that the public interest in withholding the information outweighs the public interest in disclosing it.</i>
Relevant Officer contact & Directorate	Michael Clarke – Central Services
Any interest declared by the Cabinet Member(s) / dispensation granted	N/A

Implementation of decision & scrutiny call-in

[Internal Use only]	
When can this decision be implemented by officers?	<p>Officers can implement Cabinet Member decision in this notice only from the expiry of the scrutiny call-in period which is:</p> <p>5pm on Thursday 20 July 2023</p> <p>However, this is subject to the decision not being called in by Councillors on the relevant Select Committee. Upon receipt of a valid call-in request, Democratic Services will immediately advise the relevant officer(s) and the decision must then be put on hold.</p>
Councillor scrutiny call-in of this decision	<p>Councillors on the relevant Select Committee shown in this notice may request to call-in this decision. The request must be before the expiry of the scrutiny call-in period above.</p> <p>Councillors should use the Scrutiny Call-in App (link below) on their devices to initiate any call-in request. Further advice can be sought from Democratic Services if required:</p> <p>Scrutiny Call-In - Power Apps (secure)</p>
Further information	<p>These decisions, where applicable, have been taken under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.</p> <p>This is the formal notice by the Council of the above executive decision, including links to the reports where applicable.</p> <p>If you would like more information on this decision, please contact Democratic Services on 01895 250636 or email: democratic@hillingdon.gov.uk.</p> <p>Circulation of this decision notice is to a variety of people including Members of the Council, Corporate Directors, Officers, Group Secretariats and the Public. Copies are also placed on the Council's website.</p> <p style="text-align: right;">Democratic Services London Borough of Hillingdon Civic Centre High Street Uxbridge UB8 1UW</p>