



I am writing under the FOI Act 2000 to request information about Wigan Metropolitan Borough's current and future plans for IT service delivery models. Specifically, I am seeking information that would help me understand the strategic direction and considerations regarding outsourcing, in-sourcing, multi-sourcing, or optimising existing contracts. Please provide the following information where available:

1. Current IT Service Model – Is your IT delivery primarily in-house, outsourced, or a hybrid approach, and if not delivered in-house, who provides this service?

It's a managed service provided by Agilisys, apart from Apps Support and Business Client Team

2. Major IT Contracts – Key details of significant IT service contracts (including scope, value, end date and any options for extension or renegotiation).

Agilisys contract ends 31st December 2033

SD01	Strategy and Architecture Management Services
SD02	Incident Management and Service Request Fulfilment Services
SD03	Service Transition, Change Enablement and Release Management Services
SD04	Asset Management and Disposal and Configuration Management Services
SD05	Security Services
SD06	Systems and Appliances Services
SD07	Office 365 and Office 365 Backup Services
SD08	Networking Services
SD09	Telephony and Contact Centre Services
SD10	End User Device Management and Support Services
SD11	Database Administration Services
SD12	Application Support Services
SD13	Procurement and Service Catalogue Services
SD14	Information Governance and Compliance Services
SD15	CCTV and Streaming Video Services
SD16	Business Analysis Services
SD17	Application Development Services
SD18	Programme Management Office Services
SD19	Training and Learning Services
SD20	Data Warehousing and Business Intelligence Architecture Services
SD21	Robotics, Automation, Internet of Things and Artificial Intelligence Services

Contract values can be found on Wigan's published contract register (under Spending & Finance) in the Council's open data:- [Open data](#)

3. Future IT Plans – Any strategic plans or considerations for changing IT delivery models (e.g., outsourcing, in-sourcing, multi-sourcing).

None