

# Organisational Change at English Heritage

## Review to inform planning and transition of IT service provision



ENGLISH HERITAGE



Historic England



English Heritage were transitioning to a standalone, self-funded charity, procuring IT via a shared service agreement



Leading Resolutions was engaged to advise on the commercial construct and negotiate fit for purpose IT SLA for future provision of IT services



The review focussed on:

- Service/support enhancements and risks
- Ability to be operationalised
- Appropriateness of charging mechanism
- Future opportunities for improved quality and cost effectiveness
- Competitiveness against third party providers



Structured interviews with key business and IT stakeholders to build as-is picture



Review of proposed IT Services SLA to confirm in scope service, highlight key areas of exposure and advise on risk mitigation



Report documenting findings, common themes and recommendations for improvement

Approach

We conducted a rapid assessment of the current situation at English Heritage to ensure that the IT shared service proposition, engagement model, SLA and charging mechanism were fit for purpose

## Recommendations



Interim trading framework agreement to protect existing services until medium-long term needs established and the SLA fully agreed



Governance framework to ensure that English Heritage has a single voice to secure future IT services



High level IT strategy, capturing direction and goals of English Heritage for the next 3-5 years



Interim specialist to manage current IT activities:

- Service transition
- IT asset and software ownership
- Retender of outsource services
- Fast track creation of IT policies