

# CTAC SUPPORTS THE LEGAL ASSISTANCE COUNCIL WITH THE COORDINATION MANAGEMENT OF THEIR IT SUPPLIER SELECTION

Legal issues relate to laws and regulations. For example, being made redundant, wanting a divorce, or finding your benefit has been stopped and you don't agree with that. The Legal Aid Board can help you find a solution to these and other legal problems.



In a published tender, the Board issued a request for proposals in 2018, which included the provision of support in managing the multi-vendor landscape they have chosen as part of their strategy. The Board chose Ctac, due to its strong coordination management, among other reasons.

## Back to the core

William van der Velden, Head of Information Management at the Board, commented: "By opting for external support for monitoring implementations by various ICT suppliers, it is possible to keep a strong focus on this management while at the same time keeping our focus on the various other core tasks and responsibilities of the Information Management department. Ctac monitors compliance with the contracts we have set up with the different vendors on behalf of the Board, monitors the quality of the services

provided and makes adjustments where necessary, in consultation with the Board."

## Moving to an externally sourced model

The introduction of support has been implemented gradually by Ctac's operational and tactical director.

In order to manage the switch to coordination management, the various suppliers went through an onboarding process for the integration model. Together with all parties involved, Ctac and the Board created an inventory of the operational agreements (KPIs), the form of management (governance) and the desired forms of consultation. In addition, a multi-disciplinary Change Advisory Board (CAB) has been established and all suppliers have been given visibility of upcoming planned work through a schedule that is published online.





## Collaboration based on respect and trust

In operational management, it is important for processes to be aligned. Having the various different implementing parties working together in a spirit of trust is a crucial factor in this respect. Therefore, at the request of the Council, discussions are also taking place at the tactical and strategic level between the various suppliers, to explore, while respecting each other's domains, how their own portfolio can be best used within the collaboration.

William van der Velden: "Collaborating with Ctac in the coordination management of our selected ICT suppliers allows us to keep our focus on innovation and on implementing improvements that align with the ambitions of the Council for our ICT landscape."

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