

Eco Impact Checklist

Title of report: Telephony Replacement Project				
Report author: Jess Phoursa				
Anticipated date of key decision : 05/04/2022				
Summary of proposals: To procure and implement a replacement contact centre solution and connecting infrastructure to enable internet-based staff telephony through Teams within a delivery partner support structure. The project will also manage the decommissioning of existing infrastructure and hardware.				
Will the proposal impact on...	Yes/No	+ive or -ive	If Yes...	
			Briefly describe impact	Briefly describe Mitigation measures
Emission of Climate Changing Gases?	No			
Bristol's resilience to the effects of climate change?	No			
Consumption of non-renewable resources?	No			
Production, recycling or disposal of waste	No			
The appearance of the city?	No			
Pollution to land, water, or air?	No			
Wildlife and habitats?	No			
Consulted with: Giles Liddell 08/02/2022				
Summary of impacts and Mitigation - <u>to go into the main Cabinet/ Council Report</u>				
The significant impacts of this proposal are...				
<ul style="list-style-type: none"> • Replacing the current on-premises contact centre solution with a fully cloud hosted solution, better supporting hybrid working practices and better alignment with IT Strategy and digital aspirations • Decommissioning the current on-premises solution, and strands of the existing Virgin and Centrex contracts • Removing existing handsets within BCC offices, to be replaced by internet-based calling through Microsoft Teams • Increasing IT security and resilience 				
The proposals include the following measures to mitigate the impacts...				
<ul style="list-style-type: none"> • Re-use and recycling of the old telephony infrastructure will be either undertaken by BCC directly or as part of a takeback agreement with the selected service provider. The service provider will carry out the recycling/IT Asset disposal with 				

WEEE (or equivalent) compliant recycling facility and will do so securely.

The net effects of the proposals are...

- If the data can be obtained, the relative carbon emissions of current on-premises solution can be compared to estimated carbon emissions of example proposed cloud hosted solutions and the net impact assessed.
- Wherever possible, non-functional requirements can be included in the upcoming tender to assess compliancy with hardware recycling services and security of recycled data and included in the tender evaluation.

Checklist completed by:

Name:	Jess Phoursa
Dept.:	Change Services
Extension:	
Date:	08/02/2022
Verified by Environmental Performance Team	Environmental Performance Team