Tech Refresh

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Original Objectives

- Replace a time expired infrastructure, upgrading to new technology for
  - Network
  - End User equipment
  - Servers
  - Operating system and Applications including email
  - Physical Locations

- Establish a physical and technical environments which is less likely to fail and provides effective business continuity in the event of a disaster

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Original Objectives (2)

- Promote a more flexible infrastructure which allows staff to work anywhere in Council buildings , allows 'hot desking' and reduces the cost of office moves

- Reduce the on-going cost of managing the infrastructure with key elements having extra lives

- A modern infrastructure which enables joint working with our partners, compliance with national standards, enables mobile working and supports e-governemnt

Objectives Added
During Programme

- Increased security to reduce risk from active and emerging threats

- Improved network connections to over 100 smaller sites

- Increase and systematise the data storage available due to the increase in electronic data stored by the Council resulting from successful implementations of E-Government initiatives

- Absorbed the 25% increase in established usage from 3,800 to over 4,700 assets

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Additions (2)

- Delivered project development in parallel with deployment and build of new infrastructure due to urgent business need. These included:
  - Siebel 7.7 upgrade
  - Manhattan implementation
  - Modern.Gov
  - SAP Supplier Relationship Management which included 1-1 support during the training phase.
  - Webcasting

Scale of the project

- over 4,700 assets
- over 300 applications
- [] terabytes of data storage
- [metric on network]
- two data centres with [] servers
- all in the context of:
  - [] business as usual change requests
  - extensive office move programme

Lessons learnt (1)

- DA review. Three key responses:
  - Revamp programme management
    - cover all priorities
    - clearer and policed standards
    - enhanced governance and oversight
  - Improve structuring of projects
    - improved linkage to deliverables
    - profile budgets to milestones
    - better structuring within projects

Lessons learnt (2)

– Enhance project management, around

- budgets

- change requests

- external challenge and QA

End User Benefits
Now in place

- True mobile working including ability to logon in any Council office and access your profile and all applications

- Increased facilities available from PDA's such as synchronisation via GPRS

- Ability to access corporate email from any equipment, including the Users personal machine through secure access over the internet.

- Access by all to peripherals such as cameras, scanners and DVD readers

End User Benefits (2)

- All applications upgraded to latest software available through the new technology with new functionality

- Substantially reduced risk from network failure increasing confidence in achieving deadlines

- Access to shared wide ranging facilities including multi-function printers

- Faster, improved access to Harinet and the Internet

- New lighter and more secure laptops

Corporate Benefits
Now in place

- Officers who are mobile no longer need to have an office base

- Network in place which is fully resilient including in the event of a disaster at one of the Data Centres

- Reduced long term investment in end user hardware by increased sharing of peripherals, multi-function printers and promoting the use of thin clients rather than more expensive thick clients (PCs)

- Improved ability to manage, monitor and support IT equipment remotely reducing costs and increasing responsiveness to users

Corporate Benefits (2)

- Single resilient file system enabling compliance with Data Protection and Freedom of Information requests. Includes remote sites where previously data was at risk.

- Remote access reduces wasted travel time freeing time for end customer service activities

- Secure access between Council and Partners to share data and improve end service to the customer

- Increased sharing of data between services and directorates thereby increasing the quality of deliverables and encouraging cross-council working

- Benefited the local community by recycling the old equipment through Maxitech a local enterprise