

**WYRE FOREST DISTRICT COUNCIL****Cabinet November 23<sup>rd</sup> 2006****ICT Projects Resources**

<b>OPEN</b>	
<b>COMMUNITY STRATEGY THEME</b>	
<b>CORPORATE PLAN THEME:</b>	<b>Delivering Quality Services</b>
<b>KEY PRIORITY:</b>	<b>Utilising new Technologies</b>
<b>CABINET MEMBER:</b>	<b>Cllr John-Paul Campion</b>
<b>RESPONSIBLE OFFICER:</b>	<b>Head of Human Resources</b>
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<b>APPENDICES</b>	<b>None</b>

**1. PURPOSE OF REPORT**

- 1.1 To request Cabinet's approval for the utilisation of £85,000 from the capital expenditure reserve approved by Council 23rd February 2005.

**2. RECOMMENDATION**

- 2.1 Cabinet is asked to approve the utilisation of £85,000 from the capital expenditure reserve.

**3. BACKGROUND**

- 3.1 The Council approved a capital service option for £250,000 on 23<sup>rd</sup> February 2005 "To identify resources for ICT investment including a corporate and Benefits Workflow/Document Image Processing (DIP)".
- 3.2 £50,000 of the reserve was utilised during 2006 as part of the implementation of a new DIP and workflow system in Benefits.
- 3.3 Internal ICT resources are stretched due to several years of major project implementations, office relocations and e-government initiatives.
- 3.4 A detailed review has been carried out to identify all outstanding and anticipated ICT projects and to assess resources available to carry them out. The review has identified several major areas of work where external assistance can be enlisted.

## **4. ICT PROJECTS**

4.1 The ICT Manager has identified 3 projects that need additional investment to enable them to be implemented in a reasonable timescale. The projects are :-

### 4.1.1 Backups and storage

The Council has over 48 servers that require backing up on a daily basis. This is currently done using tapes which need to be manually transferred between sites as a disaster recovery contingency.

New software exists to enable backing up to disk and also across our network. Our inter-site circuits have recently been upgraded from 10MB to 100MB which now makes this more feasible. For example Duke House's servers could be backed up to Green Street etc.

This will give improved efficiency, improved security and improved resilience. Funding is required for detailed investigation of solutions, purchase of software, hardware and implementation services. The estimated cost is £50,000.

### 4.1.2 Replacement of NT domain software

Microsoft Windows NT is now obsolete but is embedded in many parts of our network. It is used primarily for authentication purposes but is critical for users access to the network. We need to identify alternative software and will require specialist assistance to implement it to reduce risks to network performance and security.

We need to investigate possible alternative solutions i.e. MS Active Directory, Linux. Funding is required for consultancy and services to carry out work. Possibly some server upgrade work may be required. Improved network management software is also required to for better monitoring, error diagnosis and correction. The estimated cost is £20,000.

### 4.1.3 Web internal and external access software

Cproxy software is used to control access the Internet. It is no longer supported and is becoming unstable. This affects all outgoing Internet access control and security.

We need to replace CProxy with Novell BorderManager or similar software. Additional website content filtering software may also be required and there will be the need to purchase a new server. This needs further investigation and analysis of the best available options. This will improve our control and monitoring of Internet access.

Novell i-Chain software can be used to control incoming access to internal applications via the website. This will allow us to provide secure external access to GroupWise, our Intranet and CAIRO committee minutes software.

Other web based applications can be introduced as necessary. The estimated cost is £15,000.

## **6. FINANCIAL IMPLICATIONS**

- 6.1 There will still be £115,000 available in the reserve for corporate DIP and workflow projects or further ICT investment.

## **7. LEGAL AND POLICY IMPLICATIONS**

- 7.1 There are no direct legal and policy implications arising from the projects overview.

## **8. ADDITIONAL COMMENTS**

- 8.1 Existing ICT budgets have been scrutinised and, where possible, outside help has been utilised. For example it part of the project to implement GroupWise over the web has been carried out by an external supplier, Optism Services Ltd.

## **9. RISK MANAGEMENT**

- 9.1 The implications of not taking actions may lead to projects not being able to be completed in a satisfactory time scale.
- 9.2 There is an increased risk of server failure, backup failure, network failure or security breaches if the various projects are not carried out in a reasonable time scale.
- 9.3 Risks can be mitigated by:-
- 9.3.1 Allocating more resources
  - 9.3.2 Allowing more time for projects
  - 9.3.3 Deferring lower priority projects

## **10. Consultees**

- 10.1 CMT