



Corporate Resources Scrutiny Committee

ICT Strategy Update

Report of: David Johnson
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Open

Update on the ICT Strategy

1. Summary

- 1.1 The ICT strategy was approved in December 2008 to support new ways of working and to deliver both savings and efficiencies.
- 1.2 The strategy focuses on 4 main priority outcome areas :-
 - To manage the on-going requirements of maintaining the ICT infrastructure and associated systems.
 - Assist with the transformation and improvement of Council services for the benefit of customers and stakeholders.
 - Enable the delivery of savings and efficiencies.
 - Prepare for the move towards single site office accommodation.

2. Background

- 2.1 A number new technology procurements have taken place over the last 12 months including:-
 - SAN (Storage Area Network) & Virtualization - To improve data storage and enable one server to do the work of many. The technology will also provide greater access to applications for all users while reducing the total cost of ownership with reduction in space, electricity costs and carbon emissions.
 - Thin client technology - This is required to enable home and remote working for approximately 100 users and approximately 150 users within the Council. The technology will also provide improved access to applications for internal users.
 - EDRM and EDM - Electronic Document Management, Records Management and associated Workflow is required to enable more efficient and flexible methods of working include Home and Mobile working throughout the Council. These systems will provide improved access to documents and information ensuring everyone is working on current versions of documents and a reduction in time spent searching for information. They will also increase the

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use of Scanned Documents thus reducing paper and space required for Storage and the associated move to a single site. Workflow will enable Documents and Tasks to be tracked and escalated if necessary. Processes when defined can be both shortened and steps automated.

- Self Service – A number of smaller procurements are in progress or planned to allow customers and employees with facilities to access their own information, request services and track progress without the need for assistance.
- Electronic order Processing and Procurement – This will reduce manual processing time, reduce paper and speed up time taken to process orders and invoices.

3. Progress

3.1 The implementation of these technologies and projects are at varying stages depending on Corporate and ICT strategy priorities. Summary of progress since last report.

- **SAN & Virtualization** – The network issue has been narrowed down to a faulty switch which has now been replaced while we are awaiting a resolution and new switch from HP. This will enable IT to plan the remaining server migrations over the next couple of months. The work is planned over a number of weekends which will also potentially involve users for testing purposes.

A number of smaller applications have been migrated over in the in the last month as well as setting up a number of additional Citrix servers to support the move to home working and rolling out applications via Thin Client technology.

Planned Work - The following stages are due for completion over the next couple of months:-

- Migrate 3 complete applications to run on Virtual Citrix Servers.
 - Migration of remaining applications to the new SAN and Virtualized environment.
 - Full Disaster Recovery test
- **Thin client technology** – Thin client devices are continuing to be rolled out across service areas replacing older PC's. The next area of replacement has already been identified.

A considerable amount of server work has been undertaken in the past month fine tuning and setting up new Citrix servers to support the roll out of thin client both within Council Offices and for Home workers.

Planned Work - The following is planned over the coming month.

- Continue roll out of Thin Client devices to replace old PC's in particular remaining Windows 2000 machines
- Deliver of Agresso, Planning and Environmental Services systems (Innogistic / M3) via Thin Client

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- Home Work – Currently we have 1 member of staff in Council Tax permanently working from home using a Thin Client and IP telephony via their own broadband. Benefits in office pilots are continuing with the intention of 1 member of staff commencing home working in the coming week.

Procurement to supply Council Broadband and ISP support for true Home workers is currently out to tender with a return date of 14th May 2010 with a view to signing the contact by the end of May.

Planned Work - The following is planned over the coming month.

- Evaluate and award Home Broadband contract
 - Continue to roll out first Cohort of Home / Mobile workers
- EDM / EDRMS – New version of EDRM has now been installed and work is complete on the re-build of the Corporate Foundation and nearing completion for the Building Control element of the EDRM, however the planned roll out in Building Control is on hold pending site visit by their officer to see other council's electronic procedures and processes.

Planned Work - The following is planned over the coming month.

- Investigate and Build HR element for EDRM in consultation with HR
 - Demo HR EDRM build
- Electronic Purchase Order Processing – Went live at the start of April following Staff Training and User Acceptance testing. Integration into the corporate EDRM system is planned for the next phase.
 - Resources System – Trevor Jones has been appointed Project Manager for this project. The first project meeting to discuss processes was held on 20/04/2010 with future meeting planned in May.
 - Self Service – Revenues and Benefits self service module has been installed with ICT setup system setup training planned for 27th May 2010 and implementation date of July. Meetings have also taken place with the County regarding integration with OneServe, with an agreement with the county to deliver the required development by September.

Planned Work - The following is planned over the coming month.

- ICT Training to enable build and support of self service module
 - Consult with Revenues / Benefits and Hub prior to commencing build / configuration of system
- GIS – Map layers are continuing to be created in particular for services areas involved in the new Resources system. Mark Tipper is continuing to lead on this.
 - Intranet – The project team have been working on 3 potential designs for the new intranet, these have been published in Wyred Weekly for consultation. The team is also consulting on what new facilities / applications to be included

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- Additional Projects – A number of additional projects to support the ICT Strategy are also currently in progress :-
 - GroupWise 8.0 has been rolled out to test users initially with a staged roll out and features update planned for May.
 - Implementation of new email archive is complete, ICT training required prior to setup and corporate roll out.
 - Upgrade of Wireless Network – Work to commence on implementation in May.

4. 4. Recommendation

- 4.1 To consider and make recommendations in relation to the progress and implementation of the ICT Strategy.

4. Key Issues

- 4.1 The long term future of Payroll / HR system is a key issue in deciding how some of the self service elements and interfaces for the new intranet are delivered e.g. eforms and interfaces for Annual Leave, Expense Claims, Overtime etc.
- 4.2 Membership and direction of Intranet Project group with both Nick Lewis and Louise Badsey leaving the authority.
- 4.3 Consideration will need to be given as to who will be the next services areas to have EDM / EDRMS rolled out to following Building Control which also includes elements of HR (i.e. Employee Reviews etc). This will need to tie in with the implementation program for all 3 of the transformational groups.

5. Risks

- 5.1 Resources are tight in particular with the commencement of the Resources project.
- 5.2 The 3 transformational groups need to work to an overall implementation project plan to ensure the infrastructure, systems and support are all in place prior to commencement of Home / Flexible working.
- 5.3 Service Resources will be required in all service areas for roll out of Mobile / Flexible Working and introduction of EDM / EDRM. These staff are vital for changing and improving processes / ways of working if the strategy is to be implemented successfully.

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