

09 July 2012

Agenda Item: 4**REPORT OF THE SERVICE DIRECTOR, ICT****ICT PROGRAMME 2012-13****Purpose of the Report**

1. To provide the Finance and Property Committee with a progress update on the key ICT programme and projects that underpin the delivery of the County Council's ICT Strategy 2011-14.

Information and Advice

2. The key developmental priorities for ICT Services are shaped by the ICT Strategy 2011-14 and these are being delivered through four strategic themes:
 - Modern ICT platform (*ensuring a "one council" approach to the development and use of ICT assets and ensuring a fit for purpose ICT infrastructure*).
 - Modern ICT tools and ways of working (*provide solutions to users to improve efficiency, lead to smarter and more flexible working, streamline business processes etc.*).
 - Modern customer channels (*support the increased use of on-line services for the public*).
 - Departmental business change (*support departments in effectively providing day to day services to the public in a cost effective way*).

Progress in 2011-12

3. Significant progress has been made over the last 12 months with the main achievements including:
 - a) the design, planning, implementation and support of a new SAP Business Management System (BMS) that is replacing legacy bespoke ICT systems for the payroll, financial, procurement and HR processes;
 - b) the deployment of a new shared WAN (Wide Area Network) for school and corporate sites, plus upgraded broadband connectivity and new routers for all sites;
 - c) a new Internet service for schools provided in tandem with Capita (Synetrix);
 - d) a modernisation programme to the County Hall data centre to provide a fit for purpose building, new air conditioning, upgraded power supply and back-up solution;
 - e) the commissioning and use of a second data centre for improved business continuity, with a second resilient internet feed;
 - f) the support for office moves as part of the buildings rationalisation programme;

- g) the implementation of online fault mapping for highways queries and reporting (potholes, street lights, street furniture) enabling the public to report over the web. The new solution has led to reduced call volumes and reduced average call times from 11.5 minutes to 2.5 minutes.
4. Much of the focus in 2011-12 was ensuring that the underlying ICT platform is fit for purpose which is why priority was given to establishing the network, upgrading broadband connections and modernising the data centre. The focus in 2012-13 is on providing new technologies to users, building on the BMS implementation. A Milestone Plan for 2012-13 is attached as an appendix.

Planning and progress 2012-13

METRO Programme (Microsoft Enterprise Technology Roll-out)

5. The METRO programme will deliver a wide range of new Microsoft (MS) technologies and provide upgrades to a number of existing MS products nearing the end of their support lifecycle. The products delivered by METRO will be key enablers to the successful delivery of the Ways of Working programme and the move to a modern flexible workforce. As with most major change programmes there will be some pilot activity prior to a live implementation and roll-out.
6. The programme has tested and piloted the Windows 7 operating system and MS Office 2010. Some legacy systems will require upgrades before they are compatible with Windows 7. The introduction of Windows 7 and Office 2010 to users has now commenced, and is largely aligned to the County Hall and Trent Bridge House refurbishment programme in the first instance.
7. The starting point for the programme has been the re-design and simplification of the Active Directory, which is the key building block before implementation of MS technologies. The Active Directory provides the network administration and security services and is used for managing user authentication and authorisations. This design has been completed and implemented and users are being migrated into the new structure as part of the Windows 7 implementation.
8. 9,000 corporate e-mail accounts will be migrated from the current Lotus Notes platform to MS Exchange using MS Outlook. There will be a shared e-mail platform with schools. The solution design for achieving the migration is now complete. Our partner SCC is leading the design and migration activity. This is a technically complex project given the number and variety of interfaces to the e-mail system and in order to meet security requirements. Careful planning is also required to minimise any disruption to the 45,000 existing users of the schools e-mail platform. A pilot migration is planned for July 2012 with the roll-out anticipated over the following three months.
9. The voice and data cabling at County Hall and Trent Bridge House is being replaced with a modern and fit for purpose single network (Category 6a). The specifications for the cabling and underlying infrastructure have been completed and will be delivered as part of the property refurbishment work. This is a high risk element of the programme and care must be taken to maintain the existing live services during the refurbishment activity.

10. The new cabling infrastructure will support the implementation of IP telephony and MS Lync. IP telephony essentially runs the voice traffic over the data network, rather than having to deploy and fund a separate network. It also supports greater flexibility in the use of office space. IP telephony is currently being piloted in the former Trentside Diner area ahead of a roll-out aligned to the Ways of Working programme. MS Lync provides an integrated suite of communications tools combining voice, audio, telephony, voice mail, instant messaging and presence awareness. MS Lync is currently being piloted and implemented alongside IP telephony.
11. A design has been completed for the pilot deployment of MS SharePoint. This solution will provide an electronic document and records management system, plus on-line collaboration and sharing tools e.g. team rooms. A pilot project will be implemented within ICT Services during June 2012.
12. ICT Services have just deployed the MS management tool SCCM (System Centre Configuration Manager) to enable the remote management and maintenance of the MS estate in terms of operating system and software deployment. Within the last month it has been used to remotely deploy Windows 7 and Office 2010 to some 100 replacement PCs for staff at Prospect House. It has also been used to remotely deploy Adobe upgrades to some 1,400 users for use with some new BMS forms. This solution increasingly supports a more efficient and effective ICT service.
13. The programme will also provide ICT support for the corporate print strategy which will move the County Council to using fewer multifunctional devices and simplified printing, as part of a flexible working environment. A procurement process is currently in progress for corporate print devices, whilst Konica Minolta has been chosen to supply the “public pay for printing” devices that are used in libraries.
14. Part of the work programme is to decommission the current Lotus Domino estate as we move to the MS environment. A good number of the Domino systems have been identified as no longer being used and many are being subsumed by BMS, SharePoint, the democracy management system and corporate room booking system. There are 23 systems that need further investigation before decisions can be taken on their future.

Workforce Effectiveness

15. ICT Services are working with colleagues in CFCS and ASCH&PP departments, Police and Health to identify and deliver the ICT requirements of the Multi Agency Safeguarding Hub (MASH) which becomes operational in November 2012. The project will ensure that the ICT and telephony components support the joined up and collaborative ways of working.
16. A pilot project will commence at the end of July 2012 to review how ICT might be used to more effectively mobilise front-line teams. The pilot will incorporate how key ICT systems can be better presented for use on mobile devices, including a review of the Apple iPad.
17. Phase 2 of the Business Management System deployment is in progress and incorporates the pensions, schools and external payrolls.

Other Options Considered

18. The programme and projects underpin the direction of travel approved in the ICT Strategy 2011-14.

Reason for Recommendation

19. To raise awareness of key ICT programmes and progress towards delivery.

Statutory and Policy Implications

20. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

RECOMMENDATION

To note the progress to date on the ICT programme and projects that underpin the delivery of the County Council's ICT Strategy 2011-14.

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For any enquiries about this report please contact: Ivor Nicholson on 0115 977 4006

Constitutional Comments (SLB 14/06/2012)

This report is for noting only. Finance and Property Committee is the appropriate committee to consider its content.

Financial Comments (MA 14/06/12)

The ICT programme and projects will be delivered within approved revenue and capital programme allocations.

Background Papers

None

Electoral Division(s) and Member(s) Affected

All

ICT High Level Milestones 2012/13

Appendix

Programme	Project	Milestone	2012										2013		
			Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
BMS- Phase 2	Adobe Upgrade	Upgrade of Adobe S/W		X											
	HR-Payroll	Pensioners Payroll			X										
		External Payrolls							X						
		Schools Payroll													X
	HR Function	Health & Safety							X						
		Learning Solution							X						
		Objective Setting & Appraisals								X					
		Occupational Health								X					
		Case Management								X					
		eRecruitment (July 2013)													
	Procurement	Supplier Self- Service				X									
	Finance	Procurement Cards							X						
	Plant Maintenance	Property / Asset Management									X				
Metro	Programme (general)	Proof of concept completes			X										
	Programme (general)	Rollout to CH & TBH starts					X								
	Email Migration	Testing Complete				X									

								2012						2013	
Programme	Project	Milestone	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Metro		Migration starts					X								
		Migration completes							X						
	IPT & Lync	Proof of concept ends			X										
		Scaled for deployment				X									
		Rollout to CH & TBH Starts					X								
	EDRMS Infrastructure	SharePoint environments available		X											
	Windows 7 & Office 2010	Image ready for deployment		X											
	Active Directory re-design	Environment users migrated					X								
		Enviro Domain Decommissioned										X			
Lotus Domino		Technical Workshop	X												
Application Migration		Technical and Business Workshop	X												
		Production of updated, realistic milestone plan				X									
		First test application 'Travel Assistance U16' completed				X									
		Production of CBA for				X									

		PRG													
								2012						2013	
Programme	Project	Milestone	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Lotus Domino Application Migration		Migrate required Domino systems to temporary retirement platform					X								
		Decommission existing Domino Environment (after 4 weeks' parallel running)						X							
		Sharepoint Environment available for Development work				X									
		Decommission Temporary Retirement Virtual Environment										X			