

## **IT Transformation Programme**

### **What we aim to deliver**

The IT Transformation Programme is an essential stream of work which supports and underpins the core IT infrastructure at Watford Borough Council and Three Rivers District Council. Much of the IT infrastructure needs to be upgraded at both sites as we are using out of date and therefore unsupported versions of systems. This means they cannot perform to the level required, cannot be repaired if a fault occurs and are potentially insecure. The IT Transformation programme will ensure we have up to date IT systems in place to enable everyone to work efficiently, using secure systems and processes. Not only that, it will enable us to adopt new ways of working in the future, such as mobile and flexible working.

The IT infrastructure improvements are being carried out in conjunction with the office moves programme and support the councils in the adoption of new technologies and services. This underpins our ability to achieve the Watford 2020 vision and Three River's Digitisation program.

### **What we need from you**

While you might not be able to see the changes taking place, the programme has started and will continue into 2018, with much of the work taking place between now and the end of the 2017/18 financial year.

Occasionally, you might find that your ability to log on, or use the IT systems, is affected – either when you are in the office, or working from another location. We will however, endeavour to keep Business impact to a minimum and give plenty of advance notice when disruption is unavoidable.

We understand that downtime can be frustrating, but ask you to be patient and bear with us, as once the programme has been fully implemented you will notice a difference in performance, can trust that our systems are secure and sustainable and will be able to work more efficiently and flexibly.

We will communicate when work to the IT infrastructure is taking place that is likely to affect your ability to use any of the programmes – e.g. via the Intranet. Sometimes you may be asked to respond to a request and we ask that you do this in an efficient and timely way to support the infrastructure programme and enable it to be implemented as quickly as possible.

If you experience a problem accessing the IT system and have not received a message to say that works are taking place, please report the problem to the IT service desk in the usual way.

### **The programme**

(Please note the timeframe is approximate).

#### **1. Desktop roll out**

Timeframe: current

New mobile devices such as Surface Pros and Laptops are being rolled out to those who need them e.g. senior officers and members, and people who will be hot-desking.

## **2. MDM (Mobile Device Management) / Laptop encryption**

Timeframe: Jan – May 2018

We will be increasing security on mobile devices (phones and tablets) through encryption, so that potentially sensitive council information cannot be viewed by the wrong people. Mobile devices are a lot easier to misplace or to steal and increased security is essential. We will be contacting individuals to enable this to take place nearer the time of deployment.

## **3. Data Storage**

Timeframe: Sept - Nov 2017

Our data storage is being upgraded to ensure we have the right capacity for our needs, and it works effectively with all the Councils' applications.

## **4. Data Back-up**

Timeframe: Sept - Nov 2017

We are upgrading our solutions to ensure our data back-up is fully supported and secure. This will not only protect the Council's/constituents' data but also allow us fulfil all PSN and Business Continuity needs.

## **5. Window Servers**

Timeframe: April – Dec 2017

Servers are the large back-end computers that provide access to the majority of services/applications used across the councils that most people access on a daily basis. Out of date servers are being decommissioned. Servers that have active running business applications on them are being upgraded in line with the service needs.

## **6. Active Directory (Organisational structure)**

Timeframe: July 2017 – June 2018

The Active Directory system recognises who you are and where you work in the organisation. It provides you with access to the systems, processes and folders you need to carry out your role. In addition, it helps keep the network secure. It is basically the single source of truth that enables ICT to securely provide the access to data and systems you all need to carry out your daily functions. We are upgrading to a new version whilst updating it to reflect the new organisations' structures, and ensure we can accommodate future changes in the organisations.

During this migration there will be impact on users, and your cooperation and understanding is key to the success of this project.

## **7. Network Upgrade**

Timeframe: Sept 2017 – April 2018

The Network is the 'information highway' that supports our 'network traffic' and enables us to function on a daily basis. It is the equipment that enables different parts of the network to talk to each other - the servers, the Internet and end user computers (desktops, laptops etc.).

The equipment is coming to the end of its life and is becoming increasingly insecure.

We need to upgrade to ensure we have the capacity for new services and applications to be added such as cloud-based services, video and voice applications.

#### **8. M/S Exchange (Email)**

Timeframe: October – December 2017

M/S Exchange is the area on the server where all the emails sit. This will be upgraded to a version with better functionality, improved / shared calendars and address books. There will also be the ability to support new features such as instant messaging.

#### **9. Server Room Upgrades**

Timeframe: Completion of both sites by November 2017

Server rooms at both Councils require new power and UPS (Uninterruptible Power Supply) units.

#### **10. Virtual**

Timeframe: Ongoing

We are expanding our use of virtual server technology, migrating existing physical servers to virtual wherever possible. We are also upgrading the software used to virtualise so that this is simpler to support.