

## Briefing Paper: Location of ICT infrastructure

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### Context

As Watford's server room was no longer fit for purpose, our starting point was to agree to relocate Watford's servers to Three Rivers' server room. When it emerged this summer that work would need to be carried out on the Three Rivers server room, the Shared Services Board asked the ICT project team to explore and compare a fuller range of options for the location of Watford's servers.

### Options considered and summary of comparative costs

Relocation to Three Rivers	£17,700
Hosting at a private sector data centre:	£1,900 per month for five racks (£22,800/year).
Relocation to Herts County Council	£17,200 per year + £1,000 for power provision)

### Suggested way forward

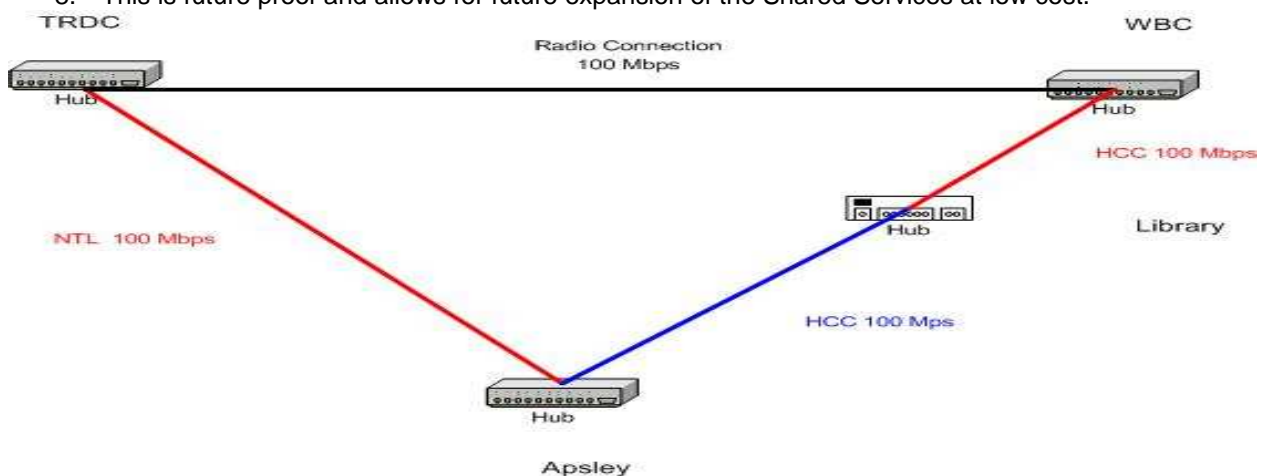
After lengthy negotiation, the County Council came back with a competitive proposal. Offering to provide us the same rack space at their nearest data centre in Apsley near Hemel Hempstead for a competitive price in comparison with the private sector proposal, and it is a proposal that has other advantages.

We have discussed the County's proposal to check that it would meet our requirements. A 100% availability network solution was worked out that was also future proof for any further expansion of the shared services and that would bring Three Rivers into the county wide network.

Based on the provided figures the Shared Services Board has accepted and we now seek approval of the Joint Committee.

### Benefits of the suggested solution

1. The servers are housed in an environment with plenty of air conditioning capacity and power via a UPS backed up by a generator.
2. The location has enough capacity for any future expansion such as housing the TRDC servers or those of any future joining authority.
3. The network triangulation guarantees 100% availability at normal wired network speed (100 Mbps).
4. TRDC will now be linked not only to Watford but also to any other Council within Hertfordshire.
5. At the start we will only have rack space and the hard- and software maintenance will be done by our contracted partner business or by our own staff but it opens for the future the possibility to have it done by the people managing the Herts network.
6. One step further than 5 above would be to integrate and having the servers duplicated throughout the Herts network providing as such a 100% DR service.
7. In the Herts Pathfinder Programme we are leading by example.
8. This is future proof and allows for future expansion of the Shared Services at low cost.



## **Appendix 1: Glossary**

Appgate	Facility to provide VPN at Watford i.e. allowing controlled remote access
Apsley	Location of one of Herts County Council's data centres
BT	British Telecom
CCE	CC Engineering Ltd = incumbent Server maintenance company at Watford
DR	Disaster Recovery
exchange	telephone switch
GB	Gigabit = 1,000 Megabit = 1,000,000 Kilobit = 1,000,000,000 bit
HCC	Hertfordshire County Council
IP	Internet Protocol
KB	Kilobit = 1,000 bit
LAN	Local Area Network = localised closed network
MB	Megabit = 1,000 Kilobit = 1,000,000 bit
Mbps	Mega bit per sec, this expresses the speed at which data is transmitted over a network. The standard for wired networks in both Councils is presently 100 Mbps
NTL	Telephone and high speed data link provider – competitor of BT and incumbent external link provider of Herts County Council
Steria	Incumbent IT contract company at TRDC
TRDC	Three Rivers District Council
triangulate	network topology connecting network nodes in a triangle
UPS	uninterruptable power supply
WBC	Watford Borough Council