

Appendix 1 – Additional Support Project Information

Preparation:

- Development of a Business IT Strategy. The Councils do not have an IT strategy that is informed by business need. This would drive future technological improvements, and ensure that the infrastructure platforms are fit for purpose, appropriate and meet the business requirements.
- Active Directory Restructuring – this work has already commenced in a phased approach and relates to sorting out network related “messiness”. Users are inconvenienced by this such as through general inconsistent experiences across business applications, but there are many more.
- Software library and Licence Management – The Councils have no current and detailed knowledge of our licence estate and this is a risk, in terms of compliance with licence terms.

Compliance:

- PSN (Public Services Network). This is an annual requirement, which looks for LAs to meet an industry standard for Information Security. Failure to gain this accreditation impacts the authorities, as Revs & Bens and Elections services are unable to directly access data from other public sector bodies such as the DWP. PSN is a large scope project area, and the security requirements require the Councils to ensure areas of the network, publically accessible and in use e.g. CSC, training rooms, are secured to the required PSN standard. In addition to this, a large area of work relates to unmanaged end user devices e.g. mobile phones and home PCs, and this additional project will consider a solution for mobile phone management, again to adhere to compliance and best practice
- PCI Compliance. This is an annual self-assessment requirement and relates to the authorities’ requirement to make financial transactions with members of the public.

Aged Estate:

- This is a variety of projects relating to aged hardware e.g. servers, desktops and network equipment and out of support software e.g. Microsoft Operating systems, Office products etc
- Desktops vary in age, and the current issues experienced, other than performance, is the inability to source spare parts. This therefore adds to delays to the delivery of fixes for users

Stability and Performance:

- A number of network recommendations have been made, including addressing risks around single points of failure across our network estates. These works, at a high level would reduce the impact, if hardware failures are experienced. However the risk should be assessed by the Councils on a case by case basis, to ensure that the solution is appropriate.
- The network recommendation findings are supported by previous internal audit recommendations. As an example the poor physical network design, was picked up by audit and has resulted in a recommendation to separate the network out according to a best practice standard. The user impact of this is potential instability seen across a variety of areas. All equipment on the network is given a unique identifier and this ID is used when equipment talks to each other. There have been instances of duplicate IDs being issued, causing conflicts and performance impairment across the network.
- Packaging Applications, means that Capita SIS can deploy PCs and application installations in a fraction of the time this currently takes. In addition

to this, the application roadmap can be developed and allows the Councils to proactively manage and control the licensing of all the products on the W3R estate

Other:

- As part of shared services, an original requirement was the ability to share free and busy information (calendars) between WBC and TRDC staff. This has never been achieved and could be through the upgrade and sharing of the Councils' email platforms.