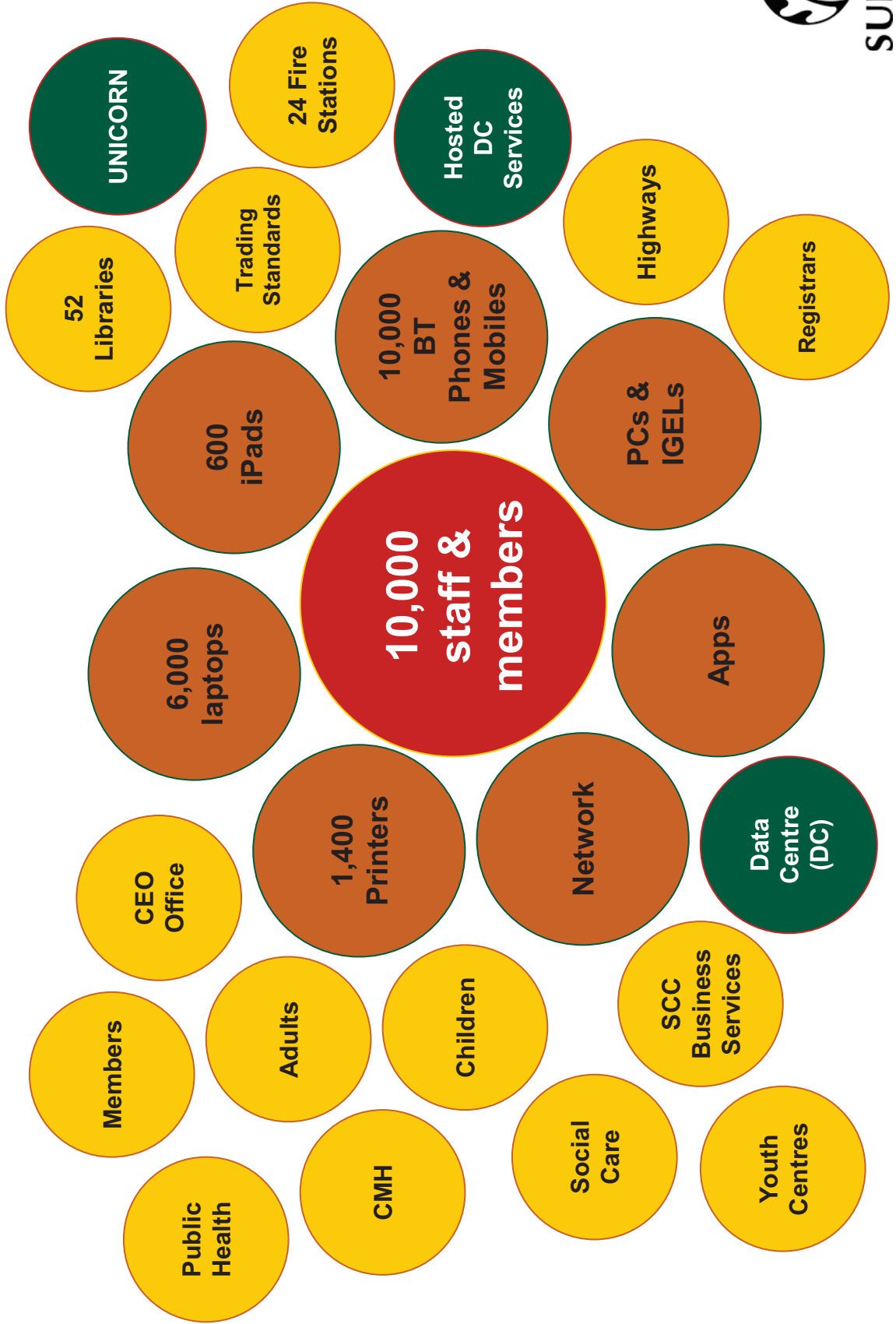


# **IMT Update Better Place to Work**

December 2014

# IMT for Surrey County Council



# What IMT has done so far in response to the concerns raised by staff through the BPTW visits



In IMT we met with 1000s of employees and listened to their concerns about IMT at Surrey CC. There were many, many topics raised, some of the top ones being:

- **Logoff / Profile issues:** As we prepare to move from Novell on to a Windows platform, we need to upgrade our servers. This will show an improvement in speed, efficiency, stability and reliability. **Timeline is Q1 2015**
- **Printers:** The Managed Print Service (MPS) project is underway. SCC is providing a multi-function device (MFD) – for printing and copying – to SCC staff. **Timeline is Q2 2015**
- **More Kit:** In IMT we fix kit/IT equipment or order new equipment if necessary. There are some delays caused by customers providing incorrect information or not wanting training. Currently rolling out 100-150 laptops / month to meet customer requests and on-going refresh and fixes. **Ongoing**
- **Tickets Not Responded:** This is improving and being addressed through CSE (Customer Service Excellence), improved KPI's & reporting and recent IMT restructure. Reviewing weekly reports and seeing upwards of 70% of service desk requests fixed on the first call. **Ongoing**
- **IE Browser:** In IMT we are currently testing all the applications that need to run via the web, so that we can roll out IE11 a.s.a.p. This is the best, most efficient and most stable product for our internet access. In the meantime, ask to have Mozilla Firefox made available to you. This is an alternative web browser and should help you in the short term. **Timeline is Q4 2014**



## What else is planned/scheduled

- We've already mentioned a few but in IMT we have many other projects planned, where we will be upgrading systems and services. In the past 3-4 years we have completely replaced all our systems, except SAP, and these require constant management, upgrade and review. IMT is one of the fastest growing industries for corporations and we need to ensure we keep up, keep current and keep working to help our customers achieve.



## Are any savings associated

- Some of the topics raised have required a certain level of financial and resource investment, however, others, have cost nothing to implement and yet enabled users to be more productive. So we are seeing a number of indirect financial benefits from time and resource savings.

## Are any risks associated

- As mentioned a little earlier, IMT is one of the fastest growing industries for corporations. We cannot harbour any risks by standing still or becoming complacent with technology and legislation. And we don't. In IMT we have a good team that works well, across all areas of the Council, to continue addressing our customers' needs to help them achieve in their daily jobs.
- The risks could possibly be where we don't get funding for a necessary project or where we have to replace a system as central government legislation changes, however through best practice we are managing these very well.



# IMT Future Activities

In IMT we manage a lot of activities to keep the council “up and running” for which there is little or no visibility by our customers, however there are some big changes afoot which everyone will see and benefit from to help them achieve.

- **Laptop** upgrade - Reviewing a new style laptop to better suit the needs of our customers
- **Mobile smartphone** review - To future-proof our mobile communications and ensure we have a device which is fit for purpose
- **Partnerships** with boroughs, districts and other counties to help them run IT services more efficiently – integrated shared software platforms i.e. Trading Standards, Guildford BC
- **Security policy** – with the recent approval by the cabinet of our security policy we are looking to enable email in the cloud, your own device for SCC email, improve your working environment
- **Replacing GOOD** – we are looking to replace this with a product more fit for purpose
  - The new solution will be easier and more reliable
  - It will be flexible yet keep government approval for security standards
- **New email system** – the decision on a new email system has been narrowed down to Microsoft Office 365 or Google
  - Ensure integrity of data and reliability of service
  - Interoperability with all the apps, documents, and 3<sup>rd</sup> party services we use today



**Thank you**

December 2014