



Name of the Select Committee: Council Overview & Scrutiny
Committee

Date of meeting: 1 February 2013

IMT Update

Purpose of the report: Scrutiny of Services Performance

This report is going to the Select Committee to provide an update on a number of IT matters including:

1. Novell and the explanation of unplanned outages experienced late 2012
2. An update on planned PVR savings
3. Windows 8 implementation plans
4. Management/security of laptops and other mobile equipment
5. Status update on current IMT projects

Introduction:

1. This report provides an update on a number of IMT initiatives.

Novell Issues

2. Novell issues/system outages. On the 19th and 25th of September 2012 some customers based on the Surrey County Council Citrix infrastructure experienced severe issues which directly impacted their ability to use key applications.
3. A significant number of Citrix users (~1,000) worked normally. The true impact of this incident is unknown but we do know that we have between 1,000 and 2,000 Citrix users at any one time. On average we have in the region of 1,300 concurrent users.
4. The incident was tightly managed as a major incident with engineers from IMT and various suppliers (Novell, Citrix) working round the clock.

5. The issue was caused by the Novell Load Balancing Software which was rectified by rebuilding the Citrix Server Farm.
6. The issues were resolved in full by the 5th October 2012. A full detailed incident report is available.

IMT Update – PVR Savings

7. Please find the latest update on the IMT PVR Savings

Financial savings achieved / forecast – 2013-2017				
Savings Item	£	Target completion date	Status	Management Plan
Networks (incl. MaD changes)	£ 539,000	31/03/16	OnTrack – but one off saving of £500k from CW in 2012/13 will not be delivered.	Competitive Dialogue for new PSN contract UNICORN has now concluded with contract awarded to BT. Current SWAN network contract ends March 2013. Implementation underway – 200 sites in 3 months is challenging. We were hoping to deliver £500k one off savings during the CWW transition – this was not possible due to complex negotiations and time delays in procurement.
Applications Support & software	£ 570,000	31/03/14	OnTrack but challenging	Savings of £380k pa delivered to date - new Libs IT contract and cost reductions of support and maintenance of other applications. Remaining £190k pa savings on track for delivery through cost reductions programme.
SAP	£ 1,101,000	31/03/14	OnTrack	£1m pa savings will be delivered in 2013/14 through negotiations with SAP, Capgemini support and bringing back hosting to new in-house Data Centres. This work will be completed in partnership with ESCC. Further work on reducing costs of SAP to continue for delivery in 2013/14.
Org Design / Process Efficiencies	£ 280,000	31/03/14	OnTrack	IMT restructuring and review of IT processes will continue through 2012/13 to deliver savings.
Data Centre	£ 450,000	31/03/13	COMPLETE	Savings delivered early. Citrix Farm hosted by C&WW brought back to in-house Data Centre in April 2011.
Data Centre Income generation	£ 413,000	31/03/16	OnTrack	New Data Centre in Redhill completed in November 2012. Next steps are to bring Surrey First / SE7 and other partners into new facility. Guildford, Woking and ESCC are first planned.
TOTAL	£ 3,353,000			

IMT Update –Windows 8

8. Windows 8 is the current release of the Windows Operating System produced by Microsoft for use on personal computers, including home and business desktops, laptops and tablet PCs.
9. The operating system was released for general availability on October 26, 2012.
10. Windows 8 introduces significant changes to the operating system's platform, improving its user experience on mobile devices such as tablets to rival other mobile operating systems like Android and Apple's iOS.
11. Windows 8 introduces a new touch-friendly user interface, featuring a new Start Screen with a grid of dynamically updating tiles that represent applications. The Start screen replaces the "Start menu" of earlier Windows versions. There is a new app platform with an emphasis on touchscreen input, and the new Windows Store to obtain and/or purchase applications.
12. IMT have worked with Microsoft and have piloted a number of Windows 8 devices over the summer and have established that a significant amount of effort will be required to make them work effectively in our corporate environment. The majority of our business applications do not currently fully function under Windows 8.
13. In 2012 IMT completed a rollout of Windows 7 across the County Council replacing more than 7,500 devices.
14. For the next year we will continue to keep a watching brief on Windows 8 and will ensure that all our Windows 7 devices are working effectively.

IMT Update – Management/security of laptops and other mobile equipment

15. We continue to manage our laptops and mobile equipment according to the GCSx Government Security Guidelines.
16. We have recently been audited by internal audit and have our external GCSx Audit in the Summer to ensure that we fully comply.
17. All laptops and mobile devices are fully encrypted and can be managed remotely by IMT.
18. IMT have completed a successful Bring Your Own Device Trial (BYOD) – where use of the GOOD technology is used to provide access to a limited number of SCC Software Applications (Notes, S-Net, Shared Drives etc) from an individual's home device (i.e. Smartphone or mobile device).
19. We hope to extend this trial to all SCC Employees during 2012 and also to extend the trial to home PC's. The GOOD Software does not currently operate on home PC's.

Status update on current IMT Projects

20. Please find the latest update on the IMT Projects as an addendum to this document.

Conclusions:

21. This report provides an update on a number of IMT matters as requested by the Council Overview & Scrutiny Committee.

Financial and value for money implications

22. None

Equalities Implications

23. None

Risk Management Implications

24. None

Implications for the Council's Priorities or Community Strategy

25. The information provided today supports the key Council priorities and has been approved by each Strategic Directorates Technology Board.

Recommendations:

26. This is an update on a number of IT topics – the purpose of this report is to inform the members of the Council Overview & Scrutiny Committee.

Next steps:

Identify future actions and dates.

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Sources/background papers: PVR Updates, Service Plan, IMT PVR, Monthly IMT Plan