ICT Improvement Programme
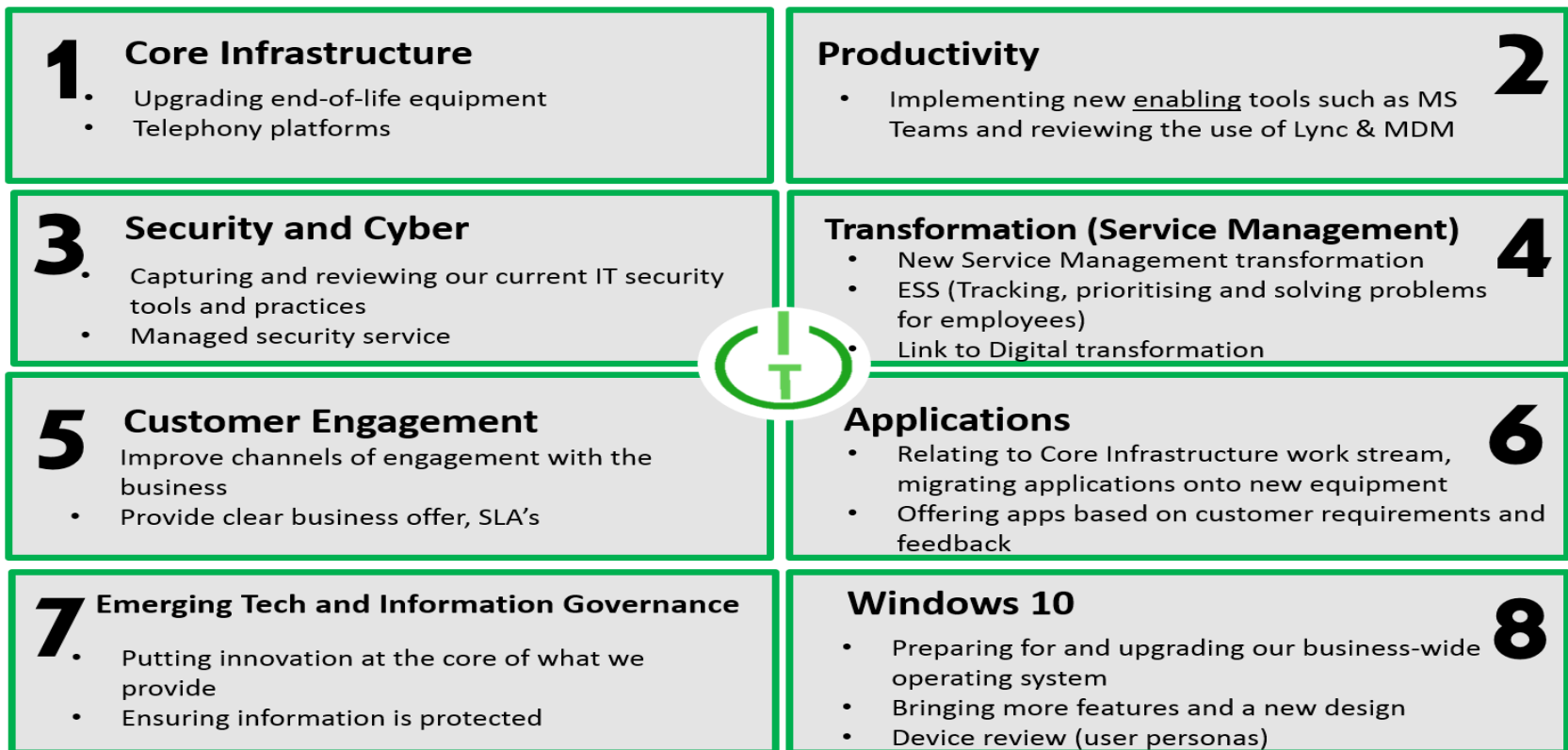
Detailed review of ICT Service undertaken between October 2018 and December 2018 which identified a number of improvements including:-

-The ICT data centre and data storage platform needing urgent upgrades to minimise the risk of service failure and to ensure there was sufficient disk space.

-Reviewing the corporate back up arrangements to strengthened the disaster recovery arrangements (including database back ups).

-Upgrading the key elements of the corporate network which were end of life or poor performing.

-Reviewing the telephony platform – currently 50% Mitel and 50% MS Lync both end of life

-Review of Cyber security arrangements - technical capability and availability of skilled resources

-Review of procuring and accessing ICT equipment by staff – currently mixed economy based on funding availability within business units/teams

ICT Improvement Programme

- IT Improvement Programme setup to address the critical issues and put the council on a firm technical foundation as it moved to a unitary council/Integrated Care System (ICS). 8 dedicated work streams set up:-

1. Core Infrastructure
- Upgrading end-of-life equipment
- Telephony platforms

2. Productivity
- Implementing new <u>enabling</u> tools such as MS Teams and reviewing the use of Lync & MDM

3. Security and Cyber
- Capturing and reviewing our current IT security tools and practices
- Managed security service

4. Transformation (Service Management)
- New Service Management transformation
- ESS (Tracking, prioritising and solving problems for employees)
- Link to Digital transformation

5. Customer Engagement
- Improve channels of engagement with the business
- Provide clear business offer, SLA's

6. Applications
- Relating to Core Infrastructure work stream, migrating applications onto new equipment
- Offering apps based on customer requirements and feedback

7. Emerging Tech and Information Governance
- Putting innovation at the core of what we provide
- Ensuring information is protected

8. Windows 10
- Preparing for and upgrading our business-wide operating system
- Bringing more features and a new design
- Device review (user personas)

ICT Improvement Programme

- Technical and Digital Board (TDB) set up to provide governance and oversight for IT projects.

- Technical and Digital Operational Group (TDOG) set up to build stronger links with business areas and review all business cases before they are submitted to TDB.

- All business cases have to provide assurance they will deliver high quality, value for money return and any that are approved in 2019/20 must not cut across any work which may require a change for unitary/NHS working. Current priorities are to ensure the council has a stable and flexible infrastructure which initially supports the new authority and enables joint working across the Bucks Integrated Care System (ICS). A significant amount of design work/investment will still need to take place to build the infrastructure to meet the requirements of the new unitary council and ICS.

- To date the following business cases have been submitted/approved by TBD:-

  - Core infrastructure (Dec 2018)
  - Corporate Telephony (Jan 2019)
  - Mobile phone Telephony (Jan 2019)
  - Managed Security Service (Feb 2019)
  - User device procurement and replacement (May 2019)
  - Microsoft Partner procurement (to support unitary/ICS work) (May 2019)
  - Applications migration to new platform (May 2019)
  - Move to Window 10 for all staff devices (May 2019)

- Funding via existing revenue streams or designated Capital Programme funding

Progress Update 2019-20

Dec to Jan
- Design work on upgraded IT platform commenced along with external review of the two data centres
- Additional resilience work on IT platform environment and telephony environment (Mitel) commenced
- Technical design work for new unitary/ICS integration started

Feb
- Implementation of new backup solution for core systems (eg SAP) completed February 2019. SAP back up times reduced from 28 hours to 3 hours
- Joint procurement of new mobile phone provider for BCC, NHS.
- New MS Team Unitary Collaboration environment successfully deployed and extended to key ICS ICT groups
- Better Lives deployment for Education/Social Care teams

Mar
- Review of the council's core databases completed and prioritised ongoing remedial work commissioned
- Procurement of new Cyber Managed Security Service
- Design, build and testing council's new Windows 10 environment started
- Review of council's Network contract completed
- Soft market testing of Network Support Provider
- Procurement of new council/NHS staff laptops, tablets, screens, desktop PCs and iPhones completed. Bulk purchase

April
- Mobile Device Management (MDM) mobile device proof of concept
- Build win10 and client app deployment and management portal
- Build platform to move to application virtualisation (Appv) for client app distribution and management, this will enable also to start on journey to client app rationalisation.
- Design, build and testing council's new Windows 10 environment – joint working with NHS

Progress Update 2019-20

May
- Technical build of new IT platform to support all council applications completed providing the council with a stable platform on which its IT services can run. This environment will also double the amount of available storage and provide an enhanced Disaster Recovery capability.
- Migration of SAP to new environment started
- Upgrade of the council network firewalls completed
- Procurement of new staff Self-Service solution completed
- First phase of the Managed Security Service implemented

June
- Microsoft Design Partner appointed (Windows 10, Infrastructure design)
- Windows 10 early pilot
- Pilot roll out new staff devices and screen replacement started
- Design and technical build of a new Microsoft Azure Disaster Recovery environment completed
- New mobile device management solution deployed including new Bring Your Own Device (BYOD) offer

July - Feb
- BCC staff to automatically access wi-fi at all District offices and key NHS locations
- Upgrade of council's legacy network environment completed
- Migration of all Mitel and Lync users to new (resilient) MS Skype for Business Online completed
- Remote Access to be available to all staff
- Managed Security Service fully deployed
- County wide survey of mobile phone coverage to identify areas of poor or no reception. Foundation for project to review options for high level coverage for residents, public sector staff and local businesses
- Business defined unitary IT requirements delivered (to be defined)
- Replacement current SIM cards started
- New Design for N and H Drive data and migration to new platform
- Migration off current mobile phone provider to contract to be completed
- New Bring Your Own Device policy and capability

Benefits Achieved to date

Joint working across ICS - combining our bulk buying power (3500 staff against a potential 12,000) already achieved significant savings in procurement – savings will be available to district and other public sector bodies.

New mobile phone contract – significant savings over current contract value.

New device procurement - improved the quality and capability of devices but secured significant discounts through joint procurement

Other joint working opportunities :
* More efficient use of staff resources e.g. single team to support the build/roll out of Windows 10 across the council and NHS
* More efficient use of technical infrastructure resources
* Joint approach to the design and build of the technical infrastructure, network design for ICS – Council, NHS and Care Commissioning Group (CCG)
* Single Buckinghamshire Strategy for Technology, Digital and Information
* Single Buckinghamshire IT Network
* Single Digital Front Door for Buckinghamshire – transformational digital platform putting Bucks at the forefront of joining up public services

Core IT BCC Offer 2019-20

Centralise ICT spend so that provisioning of equipment and services can be equalised and shaped around business need.

Role and function profiling be undertaken to confirm needs for each role within BCC – same being undertaken in health and will facilitate improved joint working and reduced overheads.

Devices - replace all current staff devices (laptops) with new Windows 10 Tablet PCs. Windows 7 is out of support in Jan 2021 and business critical systems dependant on staff having Windows 10.

Members provision to be confirmed – options paper being developed by Unitary ICT Workstream and proposed that equipment is provided after May 2020 elections of new Council

Mobile Phones – standardise single offer for mobile phones (replacing legacy offer of non supported Windows devices). New Bring Your Own Device (BYOD) offer

Complete **remote access rollout** via corporate VPN to be made available to all staff (30% do not have access). Will improve business continuity and provide flexible use of office space