

ICT Update: I & D Committee

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24 March 2010



Introduction

Infrastructure update

- New technology roadmap progress
- Security and Government Code of Connection

Software Update

- Customer Relationship Management (CRM)
- Document Management
- Members New Ways of Working
- New Content Management System
- Office 2007

Contract post-2012

- Trip to Welwyn and Hatfield
- Framework agreement
- Surrey interest

Infrastructure Update

- Two new network switches
- New Firewall
- Upgrade to the network cabling
- 12 Virtualised servers live
- Storage Area Network
- Project Manager and Project Plan from Steria
- New Unix server for Revenues and Benefits
- New Virtual server on Windows for Finance
- Benefits realization
 - Energy savings
 - Business continuity / disaster recovery
 - Financial savings

Security and Code of Connection

- Successful re-test of our Government Code of Connection
- Introduction of encryption
 - Laptop hard discs
 - Memory sticks recalled, encrypted and will become 'known' to the network or 'white-listed'
 - All CDs and DVDs will be encrypted
- Dual factor authentication
 - This means something you know (your log-on and password) and something you have (a token)
 - The token will provide a unique PIN each time you log on which will tag onto the end of your password

Security continued.....

- Intrusion detection software
- Successful penetration test and full security health check of the network
- Complimentary about our password policy
- Secure mailboxes and Internet access
- Data transfer between us and DWP
- This is all to maintain our accreditation with the Government Code of Connection (CoCo)
- Version 4.1 of the CoCo imminent
- We will be required to pay for the secure line from April 2011 - £15-18k – much more than expected

Software update

- New Customer Relationship Management (CRM) system
 - this will enable customer services to have greater access to back office systems
 - this will free up officer time in Revenues and Benefits
 - this will eliminate double entry
 - And will integrate with the Environmental Health systems
 - All part of the Customer Services Strategy

Software update – continued.....

- Introduction of Document Management
 - Pilot use of Microsoft Sharepoint technology
 - Replacement of some smaller systems
 - We are licensed for it under our current agreement with Microsoft
- New Content Management System
 - GOSS ICM software
 - Development of new intranet site (Spelnet)
 - Project to develop new Internet site
 - Web-hosting back in-house

Software update – continued.....

- Office 2007, Internet Explorer 7 & 8
 - Roll out of Office 2007 continues
 - IE 6 has been completely replaced
 - IE 7 also has vulnerabilities so IE 8 is imminent
 - TS server Ida has been replaced by Merlin
- Members new ways of working
 - Proposal has gone to Cllr Smith Ainsley, the Leader and the CX
 - They are considering it
 - In the meantime, laptop health check has been agreed

Contract post 2012

- Partnerships and shared services
 - Fact finding at Welwyn and Hatfield
 - They have developed a 'hub' concept
 - Three services have been contracted out
 - Contact at Staffordshire
- Framework Agreement
 - Discussions about how we can set up a 'hub'
 - Actively getting interest from other Surrey districts
 - More than just ICT?
 - Waiting for the OGC list of approved suppliers
- Still the option to bring back in-house
- Bottom line – we have to test the market

Members workshop

- To be arranged
 - Our ICT trainer has been on long term sick
 - Is back now and proceeding with Office 2007
 - We will coincide security with the laptop recall
 - When laptops are returned, we will do a training needs analysis
 - Laptops will be encrypted
 - Members will be required to use the dual factor authentication
 - Members will move to Office 2007
 - Then the workshop

Any questions

