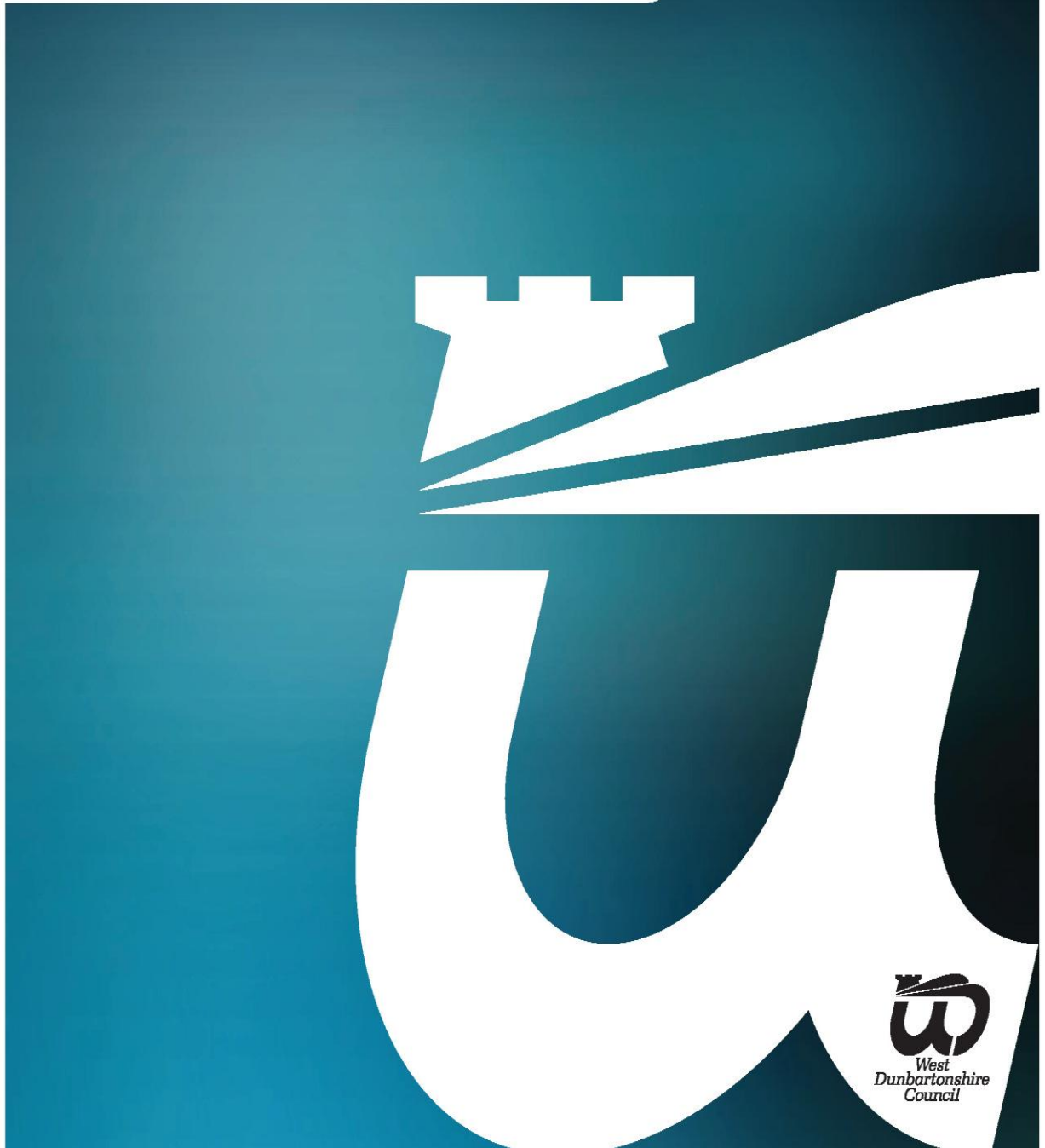


West Dunbartonshire Council
Information & Communication Technology
Asset Management Plan 2011



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1. Introduction & Executive Summary

1.1 In line with the Council's vision to

'Improve prosperity and inclusion for all citizens, deliver better and more efficient services, and improve West Dunbartonshire as a place to live, work and visit,'

The ICT service is committed to working within WDC and with partner organisations to deliver a value for money, secure, robust quality service and enable business innovation through ICT.

1.2 Asset Management is one of the Council's key Strategic Priorities, and included within its scope is management of following assets:

- Property;
- Open spaces;
- Roads, structures, lighting and water related infrastructure;
- Housing;
- Vehicle fleet and plant; and
- Information and information technology (ICT).

1.3 ICT Asset Management is carried out by ICT on behalf of the Authority is done in line with Information Technology Information Library (ITIL) best practice principles and processes. Within this framework ICT Assets have 4 phase lifecycle – Planning, Acquisition, Operation and Disposal.

1.4 ICT Asset Management will operate under following principles:

1.4.1 Governance and decision making will be integral to strategic planning process.

1.4.2 Acquisition will follow evaluation stage and will consider full life cycle costs benefits etc.

1.4.3 Capital and revenue spend on ICT will be centrally governed by Strategic Asset Management and Strategic Finance Groups.

1.4.4 Maximise existing assets, reducing duplication and waste whilst planning for future capacity requirements.

1.4.5 Disposal will consider environmental impact.

2 ICT Aims & Objectives

- 2.1 ICT's Aims & Objectives are to assist Council deliver its vision by:
 - 2.1.1 Being business led and integrating ICT services within WDC and with partner and national organisations
 - 2.1.2 Empower ICT staff to develop as individuals and deliver the ICT Team's objectives.
 - 2.1.3 Having secure, resilient and fit for purpose ICT Infrastructure to underpin business services.
 - 2.1.4 Deliver an efficient competitive ICT service that is governed by best practice frameworks.
- 2.2 Under ITIL ICT Asset Management (ITAM) is a set of business practices that join financial, contractual and inventory functions to support life cycle management and strategic decision making for the ICT environment. ICT Assets include all elements of software and hardware that are found in the organisation.
- 2.3 In line with ITIL ICT Asset Management, ICT will manages its assets effectively to help deliver its strategic priorities and service in line with risk, providing value for money services for the benefit of the local community.
- 2.4 ICT will have a record of all of its ICT Assets including details of their age, thus enabling ICT to effectively manage the lifecycle of its Infrastructure and enable a more in depth trend analysis to be performed around ICT Asset Management decisions.
- 2.5 ICT will have a Service Catalogue outlining all the ICT services provided.
- 2.6 ICT will establish reporting processes to assist Council make prompt asset-related decisions regarding ICT Assets
- 2.1 ICT will collate and manage a Service Pipeline comprising of new ICT services under development, leading to new or change of use of ICT Assets.

3 **ICT Overview**

- 3.1 Since 2008, ICT service has undergone several structural changes:
- ICT Training team centralised to HR & OD;
 - ICT Print and LARS Reprographics teams merged;
 - Receptions staff becoming part of Customer Services Team;
 - ICT staff undertaking purchasing roles moved to the Finance service; and
 - Since February 2011 the ICT service is centralised with former departmental (Education and HEEDs) ICT resources reporting under single management structure.
- 3.2 These ICT service restructures generated staff budget saving of £350K in 2011/12 in addition to £45K staff savings made in 2010/11.
- 3.3 As at July 2011, the ICT service has 61 FTE plus 19 FTE Contact Centre staff.
- 3.4 The current ICT structure has two strands: one focused on delivering a cost effective, competitive and measurable support service; and the second group of specialist technical services focused on delivering transformation services to departments and helping departments use technology to deliver efficiencies.
- 3.5 Historically the ICT infrastructure which is currently in use (data networks, voice networks, desktop systems, servers) has grown in a piecemeal fashion over the years, through investment by individual services, lacking a strategic overview. In addition the infrastructure is out of date and requires upgrading.
- 3.6 The ICT service is supporting a wide variety of individual departmental applications (departmental applications, local spreadsheets and databases), and a more strategic approach is required as part of the evaluation, selection and implementation of business applications.
- 3.7 There are therefore a range of opportunities available to improve corporate management and governance of ICT, to ensure ICT resources are focused on those areas of work that are of greatest overall benefit to the Council.

4 ICT Asset Management

- 4.1 The ICT Asset Management plan, like the Council itself, must deliver more with less. Each ICT asset must be used to its maximum potential and obtain maximum value and return on investment.
- 4.2 To achieve this ICT requires effective Asset and Configuration management systems and processes to understand:
- What ICT Assets the Authority have;
 - Where they are located;
 - How well they are working; and
 - How effectively they are supporting the business.
- 4.3 The ICT service is currently in the process of implementing a range of service improvements and changes:
- Introducing Service Level Agreement (SLA) for ICT service delivery including details of Service Catalogue (record of all systems and services being supported and delivered by ICT);
 - Service redesign, introducing separate roles for support and project development work;
 - Introduction of Business Partner role as single point of contact for departmental liaison;
 - Implementing ITIL Best Practice Framework. A comprehensive programme of staff training and introduction of ITIL-based procedure will be complete by March 2012;
 - Centralising license management processes and implementing Eracent license management system; and
 - Specifying and procuring replacement ICT Service Desk system.
- 4.4 Expected benefits for the above service changes include:
- Business led ICT service;
 - Accurate information on all ICT assets to help support services and make informed business and financial decisions;
 - Trend analysis on specific assets, helping deliver support and reduce down time;
 - Improved license compliance;
 - Maximise license usage and redeployment;

- Maximise use of corporate systems and services and allow for decommissioning of underused and/or problem assets; and
 - Increased confidence in ICT service.
- 4.5 The aim is to introduce systems and processes to assist ICT deliver an ICT service that can:
- Identify obsolete assets based on age;
 - Identify all assets assigned to a specific user;
 - Deploy assets based on and at point of need; and
 - Delivery ICT services to mobile and fixed location staff.
- 4.6 The ICT Strategy and this Asset Management Plan proposes the introduction of new ICT Governance Structure and process:
- The role of ICT Business Partners aligned to business departments and nominated departmental liaison contacts is already established:
 - SLA for ICT support service is already established and will be subject to annual review and monitoring:
 - Departmental planned projects are collated but currently this is mostly captured retrospectively. It is proposed that ICT Business Partners are invited to attend departmental service planning meetings and workshops:
 - ICT Business Partners assist departmental contact to develop business cases for planned IT-related changes and investment; and
 - Business cases are reviewed and subject to approval by Strategic Asset Management Group (SAMG) to ensure all plans support and help deliver Corporate Asset Management (and feeder) Strategies. ICT Management team will provide support to SAMG as required.

5 ICT Asset Monitoring

5.1 In line with ITIL, ICT is currently compiling an up to date Service Catalogue which outlines all the ICT services provided. The Service Catalogue forms part of the SLA. The catalogue includes references to the Capacity Planning, ICT Asset Security issues and plans, and Preventative Maintenance carried out on ICT Assets.

5.2 Capacity Planning.

In the past, investment was departmental led rather than strategic and corporate. Capacity planning was therefore ad-hoc. The following projects and plans represent some recent change projects that are already progressing to help address current asset capacity and capabilities. These include:

- Corporate framework tender and procurement for Electronic Document Management System which can be purchased and implemented on a service-by-service basis;
- National agreement for Oracle licensing has given WDC opportunity to migrate all Oracle databases to central servers (rather than separate server per system). This is a 3-year programme to test and migrate applications;
- Rationalisation to a single backup technology and service;
- Procurement of Data Archive solution. Implementation planning is underway and involves introduction of data classification and management policies to be agreed with Departments;
- Investment in technology to implement virtualised servers rather than separate server per application;
- Investment in Storage Area Network and data migration planning underway; and
- Investment in Voice Over Internet Protocol (VOIP) in new schools estate, provided opportunity to extend this investment to improve the telephony provision for Council's Contact Centre.

5.3 The Council's Securitisation Programme has provided WDC with an opportunity to develop business cases to demonstrate benefits of corporate investment in ICT to underpin Council-wide service transformation. Specifically:

- Funding bid for design and implementation of Councils data and voice network is being developed aimed at demonstrating that investment will for example enable the delivery of property rationalisation projects; enable delivery of 'curriculum for excellence' within schools by addressing current network bandwidth capacity issues and, delivering a secure wireless infrastructure.

- Business case for delivery of flexible desktop services aim to demonstrate benefits, savings and costs of delivering a fit for purpose PC estate and how this investment can for example enable flexible and mobile workforce to support property rationalisation projects. This project will also consider security of devices and license management (including standardising software versions and central deployment and license control); and
- Business case for service transformation aims to demonstrate the service and financial benefits that can be generated through transforming service delivery so that citizens have a choice on how they wish to transact business with the Council, now and in the future so that we deliver information and interactive services in a way that meets their needs and providing a means for citizens who wish to move to online service delivery if they wish to do so. But also to demonstrate that where face to face services are required, the benefits of having a standardised and corporate approach and how a gradual change to service delivery channels will deliver efficiencies, improve customer services and achieving more with less.

5.4 The recent Clyde Valley Shared Services Support Services review has provided an opportunity for WDC ICT service to compare service costs and staff numbers across 8 Local Authorities. The variances will be examined to identify where potential for further improvements may be made to WDC's current ICT service.

5.5 ICT Strategy and ICT Asset Management plan will support Council's wider property asset strategy by identifying technology changes and investment required to help reduce the property portfolio and associated operating costs, such as through the greater use of flexible working solutions and document management systems

5.6 Exploiting and maximising use of existing corporate systems such as Agresso financials system, document management system to obtain the full value from them thereby facilitating decommissioning of departmental systems and associated costs and duplicate effort and resources.

5.7 ICT Asset Security issues and plans.

The network security needs to consider both physical and access controls. An annual IT Controls audit ensures ICT service remains focussed on addressing any issues identified. Some examples of recent audit issues and associated actions include:

- Access to server rooms and most communication rooms is secured by numeric keypads. Procedures exist to ensure access codes are not given to anyone other than identified members of the ICT department and ensure all visitors are accompanied and all access should be recorded. Investigation and review is underway to assess feasibility of introducing swipe card entry system for computer rooms to ensure full audit log is available;

- Security on the network devices. All PCs and servers on the corporate network are part of a Windows 2003 AD (Active Directory) domain. The Active Directory security policy on the corporate domain requires that passwords must match or exceed complex password rules. New hardware can only be added to the WDC corporate and Education domains using an account with Domain Administrator permissions. PCs and Servers within Education are currently on separate domains. A project is underway to provide a single domain for Education estate.
- User access controls. Changes to staff leaver notification process have recently been implemented and ongoing review and improvements are being made. Day to day administration of access to specific departmental applications is under review with aim of ICT controlling network access but departments controlling access to their specific systems; and
- Encryption. Changes have been implemented to ensure only encrypted USB devices are purchased. Investigation and costing associated with ensuring only secure devices are allowed onto WDC network will form part of Securitisation Funding project scope. Additionally a project is already underway to install encryption software on existing Council laptops and other portable devices.

5.8 Preventative Maintenance.

All servers, desktops and laptops are built and configured with McAfee Anti Virus which is scheduled to run everyday.

- 5.9 All desktops and laptops are configured for continuous virus monitoring and anti virus file updates which are produced from the server. E-Policy Orchestrator management server (ePO) is fully deployed to manage preventative maintenance on desktops including automatic updates.

6 ICT Asset Monitoring Reports

6.1 An effective monitoring process is required to provide systematic and timely reporting of current ICT Service Catalogue (IT systems, assets and services that are live or available to be used). This includes license compliance and service performance and is used to enable prompt asset-related decision-making. ICT currently prepare the following reports:

- Service Desk Support Report – Monthly. The monthly ICT Service Desk Performance Report is run from the HEAT service desk system. This report provides departments with details needed to monitor SLA performance. This information is also used within ICT to identify common faults, repeat failures etc.
- Leavers List – Monthly. This report is distributed to key departmental contacts to ensure that access to departmental systems is restricted to current staff. As well as complying with Audit controls and processes and securing Council's network this should also allow departments to manage their application license volumes and capacity.
- Customer Satisfaction Survey Report – Annual. Customers are canvassed annually via survey. All responses are analysed and reported back via this report for review, then actions undertaken against areas for improvement managed. The improvement action plan is also published annually. The survey captures user ICT-related issues and allows ICT service to plan changes and improvements based on user feedback.
- Major Incident Reports – Ad Hoc. Whenever a major ICT incident takes place, a Major Incident Management Report is produced and reviewed with a view to establishing lessons learnt and to identify preventative measures such as asset replacement, procedural changes, training.
- ICT Maintenance Budget Monitoring – Monthly. The monthly maintenance budget report is used by ICT Management to monitor spend against ICT maintenance budget, project saving and burden options. ICT are in process of establishing service costs with a view to future benchmarking.
- Internet Monitoring – Monthly. This information is used to monitor internet usage throughout the Council. Specific ad-hoc reports are produced and passed to line managers for review of individual staff usage. Current external lines are currently used for both business and personal use. It is important to monitor and manage that limited capacity to ensure that business related usage is not impacted negatively.
- ICT Asset Register – ad-hoc. Information is currently available in various systems and registers (Eracent license management, HEAT helpdesk, server spreadsheet, Agresso, Budget monitoring spreadsheet, E-policy Orchestrator, HR leavers list, Active Directory

etc). Improvements planned for this area include linking the data gathered from the range of automated tools and systems, remove manual processes where possible and establishing single and corporate recording of ICT Asset information. Appendix A provides a list of current Server information.

- 6.2 ICT are currently expanding the range of monitoring reports available following implementation of Eracent License Management system. These will include reports to manage license usage, license redeployment and leavers process to ensure ICT assets are fully utilised or decommissioned if not required.
- 6.3 Introduction of ICT Security role within ICT will allow the ICT service to develop and implement appropriate management reports and information on ICT Assets that are not meeting security standards, project and advise on changes required to secure Assets and define security standards such as for authentication, encryption, email and internet filtering .
- 6.4 In line with ITIL Service Management processes, an incident is defined as a failure of an ICT hardware or software Asset to perform as expected. It is therefore planned to report on repeat incidents, incidents per ICT asset (PC, printer, server, application), assets assigned per user, incidents arising through introduction of a change etc will be reviewed and introduced where required.
- 6.5 A Definitive Software Library (DSL) is a register of all ICT software assets and includes details such as who the software is assigned to, cost of the software, version of software, number of licenses held etc, ICT plan to establish a process to manage, make projections and secure these software assets. This includes for example a means to maintain master copies of all authorised versions of WDC's software and associated documents, for example number of users, location of users, contact details of suppliers and Service Level Agreements (SLAs).

7 ICT Asset Planning

7.1 There are three main aspects (changes in the pipeline, capital investment plans, and replacement policy) involved in asset planning and to help provide a better understanding of departmental planned improvements to systems and assets and how these affect the ICT asset base.

7.2 Service Pipeline. This process is geared to managing the development of new/improved ICT services and the requirement for new or change of use of ICT Hardware & Software Assets. Information is gathered from departments via ICT Service Requests to allow users to request simple technical changes, information, enquiries or hardware and software changes. e.g. mobile phones. For certain ICT requests (location moves, new systems) a requirements document will be completed and approval required through ICT Business Partner and their key department liaison contacts.

ICT are in the process of implementing ITIL Change Management process to support and improve the process and authorisation associated with implementing new assets and upgrading existing live assets. A CAB (Change Advisory Board) will be set up to ensure that only authorised changes are deployed to the infrastructure. The CAB will mainly involve representation from within ICT Managers. Where a corporate-wide change is planned that may have a high impact to users, authorisation will be sought from senior managers within Departments. The benefits of introducing change management processes are improved communication between key system owners and ICT, set minimum release management standards which 3rd party suppliers are expected and contracted to reach, and improved awareness of impact of IT-related changes on business.

7.3 Capital Spend. Current investment is ad-hoc and departmental lead. This ICT Asset management plan is proposing in section 4.6 that capital investment on ICT will be reviewed, prioritised and approved by Strategic Asset Management Group. This will ensure corporate approach and governance.

7.4 WDC's developing Securitisation Programme has highlighted underinvestment in key areas of ICT (desktop services and core voice and data infrastructure) and has provided the opportunity to address this underinvestment corporately – business cases are currently being developed.

7.5 ICT spend will be a combination of capital and revenue depending on the nature of the change and needs to focus on following key themes:

7.5.1 Core Spend – focus on existing ICT software and hardware assets to ensure assets remain fit for purpose and support robust and resilient services to enable WDC to deliver for its citizens.

7.5.2 Improvement Spend – to deliver value for money, reduce risk, deliver innovation and efficiencies based on sound business case and deliverables.

7.5.3 National Projects – to support national change programmes such as National Citizens Account, National Address Register, National Infrastructure, etc.

7.6 Asset Replacement Policy. At present there is no corporate ICT asset replacement Policy or investment programme.

- WDC's recent Securitisation Outline Business Case development which is based on 25 year investment plan provides the opportunity to redress this for the assets specified within the business cases. The development of the business case includes a target replacement cycle to ensure assets remain robust and fit for purpose.
- The proposed bid to secure funding for Desktop replacement programme, includes plan to manage and monitor the implementation of standard desktop software such as word processing, spreadsheets and presentation software. This involves defining a common standard PC platform, cost the license implication of introducing the standard PC build and including the cost of a rolling programme of upgrades and associated staff training.
- Alongside the above standard corporate-wide assets, there is a requirement to ensure replacement programme for more business specific hardware and software assets. It is important to work with business to ensure standards and versions are agreed in addition to developing business case for future upgrades and changes.
- Anti Virus, Internet and E-Mail Filtering: Anti virus software "McAfee" protects WDC from computer viruses and any other threats which may try to enter the Network. Internet filtering Software "Websense" is used to filter internet traffic and block inappropriate and unauthorised traffic in line with WDC's Internet Access Policy. Email filtering to block and quarantine non legitimate e-mail via the process of word detection is Webroot. These corporate IT assets are essential and underpin the overall security of Council's network and will therefore be managed and maintained by ICT service and form part of the annual revenue and capital budgeting processes.

8 ICT Benchmarking

- 8.1 ICT currently undertake an annual ICT Customer Satisfaction survey and have achieved 80 % satisfaction rating in 2009 and 81% rating in 2010. The survey provides ICT service with essential feedback on IT services being delivered including the assets used and the problems and failures being experienced by end users.
- 8.2 ICT is currently investigating and evaluating the benefits of joining Society of IT Managers (SOCITM) benchmarking group in Scotland. Initial benchmark indicators include Customer Satisfaction Survey, IT support costs, incident resolution, and IT investment as % of council investment. Data gathered helps plan future spend, identify failing assets and plan service changes to meet business demands.
- 8.3 As part of Clyde Valley Shared Services (CVSS) investigations, ICT have been able to compare service costs and staff numbers across 7 other Local Authorities in West of Scotland. Further assessment of the differences will help plan future improvements and changes.

9 Year One Plan (2011-12)

9.1 In order to deliver the ICT Strategy, substantial investment will be required. At present there is no agreed recurring annual investment for ICT. ICT submit budget bids through annual capital programme and 'spend to save' fund. Investment is also made from departmental budget bids. The development and agreement of the ICT Strategy will give more scope to bid and plan 2-5 years ahead.

9.2 The list below show investment agreed for 2011-12. In the past, capital investment in ICT has been allocated and the ICT Service has prioritised the allocated this investment across the various ICT projects. No annual budget has been allocated for ICT Server and PC replacement programmes.

- £77,870 Agresso Upgrade to maximise use of existing Corporate Financial system;
- £70,000 Printing Hardware/Software to maximise use of existing internal printing and reprographics services whilst benchmarking against private sector;
- £13,080 Procurement of Encryption Software to secure data on existing portable devices such as laptops and netbooks;
- £49,757 Upgrade of server estate to ensure robust services are available to the business and facilitate server rationalisation through implementation of scalable corporate servers rather than departmental/application specific servers;
- £50,000 Expansion of Virtualisation platform within Garshake & Rosebery Place to facilitate reduction in physical server estate, reduce maintenance, carbon emissions, etc.;
- £56,000 Expansion of Corporate Email to improve performance and provide DR functionality improve on current email environment and provide resilience;
- £80,000 ICT Helpdesk System to replace existing dated system so that ICT SLAs with business can be performance managed and demonstrate service improvement; and
- £50,000 Voice Messaging/Recording for VOIP telephony estate
- £446,707 Total Capital

9.4 In addition to above projects ICT will:

- Integrate and rationalise number of Asset Management systems used throughout WDC;
- Reduce number of servers – see Appendix A – Server List;
- Standardise following core application technologies – Windows desktop Operating System (o/s), Windows Server o/s, Internet Explorer (IE), Microsoft Office suite (see appendix B for sample of Eracent reports used to identify PC o/s versions);
- Create single network domain for Education;

- Procure best value services for Mobile Phone and corporate Telephony contracts;
 - Continue Printer Rationalisation Project;
 - Implement data archiving facility to help improve data management and backup provision;
 - Continue to develop Council's Intranet and Web site to improve access to information for both staff and citizens;
 - Develop detailed business cases for following three programmes of work; Service Transformation through increased use of Web & Contact Centre; ICT Equipment Leasing/Replacement; and Core Infrastructure
 - Continue to refine and integrate current ICT Asset registers (see Appendices A and B) to ensure up-to-date information on ICT Assets is available; and
 - Investigate costs associated with implementing license management tools within Education IT estate.
- 9.5 ICT will also deliver a range of agreed departmental projects as detailed in Appendix C. These are predominantly focused on specific departmental software upgrades and procurements. All such changes and projects will be prioritised and assessed to ensure, where possible, existing corporate systems will be adapted and utilised rather than procure/develop new systems.
- 9.6 A key milestone for delivery of the ICT Asset Management plan is to secure funding to implement Core Infrastructure and PC replacement programmes through the Asset Securitisation programme. If required alternate funding will be investigated to facilitate implementation of the ICT Asset Plan.
- 9.7 The ICT Asset Plan will include securing opportunities for sharing services with other Local Authorities and Partners.

10. Years 2 to 5 Plan (12-15)

- 10.1 The securitisation funding provides an opportunity to project and secure funding over a 25 year period for key elements of ICT Assets – for example voice and data infrastructure and PC estate and associated software licenses. If successful, this affords the opportunity to implement standards, streamline process, and improve projection and forecasting of demands on the ICT service.
- 10.2 During year one detailed business cases are being developed in order to secure Securitisation funding for:
- Service Transformation through increased use of Web & Contact Centre;
 - ICT Equipment Leasing/Replacement; and
 - Core Infrastructure.
- 10.3 The ICT Asset Management plans for years 2-5 are subject to the outcome of the 3 securitisation bids listed in paragraph 10.2.
- 10.4 A detailed year 2-5 plan will be developed and presented in quarter 2 of Financial year 2012-13 following the known outcomes of the securitisation bidding process.

APPENDIX A – Server List

UNIX SERVERS

Sun Fire T200
Ultra Enterprise 3000
Sun Fire V400
Sun Fire V100
Sun Fire V240 x 2
Sun Fire V445 x 2

UNIX SERVERS

Sun Fire V490
Sun Enterprise 450
Sun Fire 480R
T5240 with 4 Logical domains
Sun Fire V880

WINTEL SERVERS

Dell Poweredge 1750
Dell Precision T3400
Dell Poweredge R905
Dell Poweredge 1800
Dell Poweredge R510
Dell Poweredge R415
Dell Poweredge R400
Dell Poweredge 6600
Dell Poweredge 2600
Dell PC
Compaq ML530
Dell T510 x 2
Dell Poweredge R905 x 3 (29 virtual)

WINTEL SERVERS

Dell Poweredge 1950 x 2
Dell Poweredge R200 x 2
Dell Poweredge 6950 x 3
Dell Poweredge 2550 x 3
Dell Poweredge R710 x 4
IBM HS20 Blade x 4
Dell Poweredge 2850 x 6
Dell Poweredge 2800 x 6
Dell Poweredge 2650 x 7
Dell Poweredge 2950 x 8
Dell Poweredge 1850 x 9
Dell Poweredge 2970 x 15

SERVERS DECOMMISSIONED since 2009-10

Dell Poweredge 6650
Dell Poweredge 2950
Dell Poweredge 6600
Dell Poweredge 2550
Dell Poweredge 1950
Compaq Proliant ML310

SERVERS DECOMMISSIONED since 2009-10

Dell Poweredge 1850 x 2
Dell Poweredge 2500 x 2
Dell Poweredge 2800 x 2
Dell Poweredge 2850 x 2
IBM X Series x 4
Dell Poweredge 1750 x 5
Dell Poweredge 2650 x 5
IBM HS20 Blade x 11

APPENDIX B – Sample License Management Report – PCs running Windows XP

Computer Name	Manufacturer	Product Name	Version	Software Type	Manufacturer
WDC10829	Microsoft	Windows XP	Other	Licensable	HP
WDC12323	Microsoft	Windows XP	Other	Licensable	IBM
WDC15579	Microsoft	Windows XP	Other	Licensable	HP
WDC12670	Microsoft	Windows XP	Other	Licensable	Dell
WDC13519	Microsoft	Windows XP	Other	Licensable	HP
WDC12727	Microsoft	Windows XP	5.1.2600.3093 SP2 Professional	Licensable	HP
WDC10482	Microsoft	Windows XP	Other	Licensable	HP
WDC14371	Microsoft	Windows XP	Other	Licensable	HP
WDC15690	Microsoft	Windows XP	Other	Licensable	Dell
WDC14441	Microsoft	Windows XP	Other	Licensable	Dell
WDC14441	Microsoft	Windows XP	5.1.2600.3093 SP2 Professional	Licensable	Dell
WDC10280	Microsoft	Windows XP	Other	Licensable	HP
WDC10825	Microsoft	Windows XP	5.1.2600.2622 SP2 Professional	Licensable	HP
WDC10824	Microsoft	Windows XP	Other	Licensable	HP
WDC11631	Microsoft	Windows XP	Other	Licensable	HP
WDC11634	Microsoft	Windows XP	Other	Licensable	HP

APPENDIX B – Sample License Management Report – PCs running Microsoft Office versions

Computer Name	Manufacturer	Product Name	Version	Software Type	Software Function
WDC16476	Microsoft	Office	2000 - 9.0 Professional	Licensable	Office Suite
WDC10829	Microsoft	Office	2000 - 9.0 SR-1 Premium	Licensable	Office Suite
WDC07740	Microsoft	Office	2000 - 9.0 SR-1 Premium	Licensable	Office Suite
WDC10829	Microsoft	Office	2000 - 9.0 SR-1 Professional	Licensable	Office Suite
EPSILON	Microsoft	Office	2000 - 9.0 SR-1 Professional	Licensable	Office Suite
WDC13534	Microsoft	Office	2000 - 9.0 SR-1 Professional	Licensable	Office Suite
WDC13451	Microsoft	Office	2000 - 9.0 SR-1 Professional	Licensable	Office Suite
WDC07753	Microsoft	Office	2000 - 9.0 SR-1 Professional	Licensable	Office Suite
WDC07714	Microsoft	Office	2000 - 9.0 SR-1 Professional	Licensable	Office Suite
WDC11708	Microsoft	Office	2000 - 9.0 SR-1 Professional	Licensable	Office Suite
WDC10241	Microsoft	Office	2000 - 9.0 SR-1 Professional	Licensable	Office Suite
WDC07716	Microsoft	Office	2000 - 9.0 SR-1 Professional	Licensable	Office Suite
WDC07751	Microsoft	Office	2000 - 9.0 SR-1 Professional	Licensable	Office Suite
WDC07748	Microsoft	Office	2000 - 9.0 SR-1 Professional	Licensable	Office Suite
WDC07718	Microsoft	Office	2000 - 9.0 SR-1 Professional	Licensable	Office Suite
WDC12387	Microsoft	Office	2000 - 9.0 SR-1 Professional	Licensable	Office Suite
WDC12332	Microsoft	Office	2000 - 9.0 SR-1 Professional	Licensable	Office Suite
WDC15632	Microsoft	Office	2000 - 9.0 SR-1 Professional	Licensable	Office Suite
WDC12333	Microsoft	Office	2000 - 9.0 SR-1 Professional	Licensable	Office Suite
WDC11689	Microsoft	Office	2000 - 9.0 SR-1 Professional	Licensable	Office Suite

APPENDIX B – Sample License Management Report – PCs Running Agresso Financials

Computer Name	Description	Operating System	Processor	Memory (MB)	Free Space (MB)	Total Space (MB)
WDC05937	Deskpro EP/SB Series	Microsoft XP	Pentium(R) III processor 600E M	319	25863	38161
WDC07265	OptiPlex GX260	Microsoft XP	Intel Pentium 4	1149	2730	19085
WDC07304	OptiPlex GX260	Microsoft XP	Intel Pentium 4	637	10163	19845
WDC07306	OptiPlex GX260	Microsoft XP	Intel Pentium 4	637	30185	38193
WDC07310	OptiPlex GX260	Microsoft XP	Intel Pentium 4	637	9409	19845
WDC07330	OptiPlex GX260	Microsoft XP	Intel Pentium 4	637	3428	19845
WDC07332	OptiPlex GX260	Microsoft XP	Intel Pentium 4	637	9546	19845
WDC07341	OptiPlex GX260	Microsoft XP	Intel Pentium 4	637	9067	19845
WDC07343	OptiPlex GX260	Microsoft XP	Intel Pentium 4	637	10846	19845
WDC07345	OptiPlex GX260	Microsoft XP	Intel Pentium 4	637	11905	19845
WDC07347	OptiPlex GX260	Microsoft XP	Intel Pentium 4	1021	6970	19845
WDC07352	OptiPlex GX260	Microsoft XP	Intel Pentium 4	637	5226	19845
WDC07358	OptiPlex GX260	Microsoft XP	Intel Pentium 4	637	10889	19845
WDC07415	OptiPlex GX260	Microsoft XP	Intel Pentium 4	1149	6536	19845
WDC07419	Evo D510 CMT	Microsoft XP	Pentium(R) 4 processor 2000 MHz	1271	9692	19084
WDC07456	OptiPlex GX260	Microsoft XP	Intel Pentium 4	1533	10006	19845
WDC07469	OptiPlex GX260	Microsoft XP	Intel Pentium 4	1533	8979	19845
WDC07503	OptiPlex GX260	Microsoft XP	Intel Pentium 4	2045	10376	19061
WDC07505	OptiPlex GX260	Microsoft XP	Intel Pentium 4	637	9001	19845
WDC07507	OptiPlex GX260	Microsoft XP	Intel Pentium 4	1149	8091	19845
WDC07525	Evo D510 CMT	Microsoft XP	Intel Pentium 4	1271	26807	38161
WDC07527	Evo D510 CMT	Microsoft XP	Pentium(R) 4 processor 2000 MHz	1527	29462	38154

APPENDIX C – Departmental Projects

Agreed Projects	Description	Priority	Budget
Finance			
Agresso Phase 1	Upgrade to 5.5 Phase 1	H	80,000
Agresso Phase 2	Analysis of system processes and implementing identified efficiencies	M	
Corporate Mail Pilot	Introduction DM Finance & Resources mail	M	61,000
Rationalisation of Procurement Systems	Review all Council procurement systems and rationalising	M	
Council Tax Transformation	Analysis of Council Tax processes as Transformation securitisation bid	H	Part of the securitisation bid
LDRS			
Taxi Licence Management	Providing solution for taxi driver to make advance payment on licence/plate	M	
Case Management System	Legal to manage case management system	M	
Election Management System	Evaluation of replacement EMS	L	
CMIS	Investigate reporting requirements	M	
Member Services			
Tablet PC Pilot for Member Services	To investigate and set-up use of a Tablet PC to allow members and officers to access Committee Information at Committee meetings.	H	
HR & OD			
WMS & SEEMIS Supply Teacher Integration	To set-up schools admin to use the Supply Booking module in SEEMS and provide an interface that will update SEEMIS with supply teacher information entered into CHRIS 21 workforce management system.	H	
WMS & SEEMIS Timesheets Integration	To set-up an interface to allow timesheets into SEEMIS to be input into CHRIS 21 workforce management system.	H	
HR Complaints/Issues	HR require a complaints system to allow WDC staff to record a complaint with HR.	M	
VOIP for HR Connect, Ctax & ICT Service Desk	Extend current VOIP set up to cover call handling services within Corporate Services		
HR Self Serve	Implement new module		
Document management	Implement document management and workflow for HR records		
ICT			
CRM - One Stop Shop Processes	Investigating Development of CRM to accommodate new processes	M	

Agreed Projects	Description	Priority	Budget
Review of Receptions	Part of the one stop shop project	M	
One Stop Shops	Managing the overall OSS Project	M	
Upgrade to Core Infrastructure	Securitisation Bid for upgrade of Voice, Data and CCTV network	H	Part of securitisation bids
Desktop Replacement/Thin Client Solution	Securitisation Bid for Desktop replacement	H	Part of securitisation bids
Transformation of Services	Securitisation bid for 4 services - Ctax, Repairs, Bookings and Homecare	H	Part of securitisation bids
Education			
Securing Wireless Routers for schools Single Education domain			
CHCP			
Home Care Mobile/ Scheduling	Part of the Homecare Transformation Work- Replacement system	H	Securitisation bid
HEED			
Common Housing Register	Procuring system for Council & RSL's	H	100,000
Saffron/Servitor/Profess Merge/IHMS	Part of the Repairs Transformation Work- Replacement system	H	Securitisation Bids
Leisure Trust	Produce and agree SLA -transfer all ICT equipment and services to leisure trust Streamlining bookings processes/identifying efficiencies - Feeds into Securitisation Project	H	Securitisation Bids
Bookings Transformation	Linking disparate systems to produce single view/reports.	H	Securitisation Bids
Property Asset Register - linking systems	Streamlining Repairs Process/identifying efficiencies - Feeds into Securitisation Project	H	Securitisation Bids
Repairs Transformation	Investigating Development of CRM to accommodate new processes	H	Securitisation Bids
One Stop Shops		M	
Depot Rationalisation	Merge of Cochno Street & Overburn Procurement of a Waste Management system to facilitate improved control and re-charging of recyclable waste collections	M	
Waste Management System			27,000
Cashless Catering for primary schools	Introducing new functionality and reviewing existing payment methods		60,000
E-Building Standards			50,000
Graffiti Database			