

**VIVISTA RESPONSE TO COMMENTS FROM PREVIOUS PRESENTATION  
23<sup>RD</sup> MARCH 2004**

***Infrastructure Status***

<b>Equipment Type</b>	<b>Quantity</b>
PC's	237
Laptops	10
PC's used as Thin Client Terminals	0
Thin Client terminals	2
Printers	60

**Note 1:** Thin Client is a method of communication between Servers hosting applications desktops computers  
Some Benefit's are

Application upgrades are carried out on the Server rather than each desktop computer being upgraded. This ensures every desktop computer has the same version.

Older PC's with slow processor's and low memory can run resource hungry applications thereby extending their life.

The cost of connection to remote sites is reduced

**Note 2:**The numbers of PC's include the 11 Sheltered Housing units and the recently purchased PC's in the Post room, Housing Health and Community and Housing departments.

***Supported Servers***

**Servers at Rochford in March 2004**

<b>Server Name</b>	<b>Service - Application</b>
RDCSUN001	Housing Benefits (Ctax)
RDCSCO01	Finance
RDCEX001	OUTLOOK - email
RDCNT40001	Payroll/Car Parking
RDCNT40003	Elections/Anti-Virus
RDCNT40004	Intranet & Web Dev. Housing Benefits
RDCNT40005	Committee Minutes
RDC2KDATA	USER FILE AREA
RDCNT40006	Housing Repairs
RAYLEIGHBDC	Enables users at Rayleigh to access applications held at Rochford
RDCTCLIENT	Application Host for Thin Client
VIVISTA01	Internet
Total for all Servers (12)	

**Additional Servers at Rochford in October 2004**

<b>Server Name</b>	<b>Service - Application</b>
RDCTCLIENT2	Application Host for Housing Benefits
RDC2K3ARCIMS	Public Access for Planning
RDC2K3DC	Network Controller
RDC2K3DC2	Network Controller
RDC2KMAIL	EMAIL
RDC2KComino	Housing Repairs
RDC2KUNIFORM	Geographical Information Systems (GIS) and Property Database
Total for Servers 7	—

**Progress since previous presentation**

***Migration of Legacy Operating Systems***

- Migration of the legacy operating systems has made very little progress since the last time Vivista reported back to this Committee. The reason for this is because of the revised infrastructure migration from PC's (FAT Client) to terminals (Thin Client). To ensure Best Value rather than upgrade the Windows 98 PC's with new W2K or Windows XP systems they will be utilised as Thin Client terminals. This then circumvents the obsolescence of the Windows 98 Operating System.

***Sheltered Housing Schemes***

Rollout of PC's and Multifunctional Printers began in June and 10 of the 11 Schemes were completed by the end of July. The remaining Scheme is still not ready to take the equipment that is fully tested and ready to deploy.

***Server Upgrades***

The following Servers/Application/Services have been upgraded /replaced / installed

<b>Service</b>	<b>From</b>	<b>To</b>	<b>Comments</b>
Housing Rents Allocation	RDC40001	RDC2kComino	New Dedicated Server
Planning/GIS	RDC40002 and RDC40006	RDC2kUniform	Rationalisation and installation on New Server

Email	RDCEX01	RDC2Kmail	New Server. Existing application will soon be unsupported by Microsoft and the previous hardware was incapable of supporting Microsoft's latest supported email product.
Parking Enforcement	RDC40001	RDC2klangdales	This use to be located on RDC40001. It has been migrated to what was RDC40006 and this has been rebuilt with a current Microsoft supported operating system which supports this new version of the Langdales Parking enforcement software application
Planning Public Access		RDC2kArcims	New Service Allows members of the public to view their Planning applications via the internet
Web Hosting Server		Vivista01	New Server held off-site providing a 24hr supported service for the Councils web site and will be holding the Committee minutes software
Thin Client application repository		RDCTclient RDCTclient2	New Service. Allows Thin Client terminals to use centrally located applications.
New Domain Controllers for Windows 2003		RDC2k3dc RDC2k3dc2	New System Microsoft have announced that support and enhancements for Windows NT is/will be ceased The current Windows NT infrastructure is being upgraded to Windows 2003 These Servers provide the initial step up change.

Election System	Application Upgrade		Latest version of Pickwick's electoral system installed. This provides support for the 2005 register of electors, and permits recording of nationality details
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A number of the New Services use larger applications than their previous version and this has resulted in additional servers being implemented where previously application were shared on one server.

***Office of the Deputy Prime Minister (ODPM) eGovernment***

Assistance has been provided to the Council in reviewing the ODPM requirements for eGovernment and regular weekly meeting are held between Vivista Management and RDC Management to review progress.

***Consultancy Services***

Vivista provided technical consultancy to oversee the Council commissioned Thin Client implementation being carried out by Insite. This implementation required a significant network upgrade

Vivista are currently assisting with the implementation of the new Electronic Document Management System (EDM) being directly involved at a Senior Management level on the Project Board

In preparation for this New Service Vivista have:

- 1 Supplied and set up new equipment to be used in RDC's training centre.
- 2 Managed a team of Data Cabling experts in re-wiring the post room
- 3 Installed new equipment in the post room

Vivista are currently working closely with the Project Manager and the EDM application provider in ensuring the forthcoming (9 – 11 Nov) hardware installation goes smoothly. It is currently planned to implement this in the Planning Department first

***Priorities for the next 6 months***

***Thin Client***

Continue revising the existing infrastructure to enable further deployment of thin client

***Implementing eGovernment (ieg)***

The Office of the Deputy Prime Minister (ODPM) has identified 54 priority outcomes that ieg funding is dependant upon. These will be a priority until December 2005 (for required priority outcomes) and April 2006 (for good

priority outcomes). Over the next 6 months Vivista and Rochford District Council will be implementing projects such as

- 1      Submitaplan      This will provide online internet accessible applications for Building Control
  - 2      Electronic Document Management (EDM) Further rollout of this long term major project
  - 3      Human Resource (HR) and Payroll System
  - 4      Significant upgrade to the Revenues and Benefits system database from Ingres 2.0 to Ingres 2.6
  - 5      An upgrade to the CAPS system in preparation for the Liquor licensing legislation application module
- ***Vivista were requested to review calls (incidents) and provide an analysis of call (incident) types***

The following table defines the incident priorities and targets

<b>Table 4.1    SUPPORT DESK: CALL PRIORITY LEVELS</b>		
<b>Level</b>	<b>Description</b>	<b>Response Targets</b>
Critical	System(s) Unavailable (e.g. all systems unavailable; or specific systems unavailable).	Response within 5 minutes of original call. Diagnose and respond within 30 minutes. Escalation after 2 hours.
Major	Systems available but major inconvenience (e.g. functionality problems).	Response within 10 minutes of original call. Diagnose and respond within 1 hour. Escalation after 4 hours.
Minor	Systems available but minor inconvenience (e.g. printers unavailable affecting output).	Response within 10 minutes of original call. Diagnose and respond within 2 hours. Escalation within 8 hours.
Education / Information	User seeking guidance or information/advice.	Response within 20 minutes of original call. Provision of requested advice/information within 4 hours. Escalation within 24 hours.
Development	Change Controls Projects	To be agreed as per RDC requirements as and when identified

An analysis of the incident types for the following periods has been made

Jan – Mar 2004	Qtr 1
Apr – Jun 2004	Qtr 2
Jul – Sep 2004	Qtr 3

<b>Priority</b>	<b>Qtr 1</b>	<b>Qtr 2</b>	<b>Qtr 3</b>
<b>Critical</b>	2	2	0
<b>Major</b>	40	39	49
<b>Minor</b>	573	536	536
<b>Education/Information</b>	49	46	45
<b>Development</b>	284	242	244
<b>Total</b>	948	865	884

Incident ratios have remained fairly consistent throughout the period analysed.

Further analysis of each individual priority shows

<b>Critical</b>	<b>Qtr 1</b>	<b>Qtr 2</b>	<b>Qtr 3</b>
Desktop	2	2	0

These were all related to the Revenues and Benefits system and were rectified by re-booting the server. System lockouts occasionally just happen this level of intervention is as expected.

<b>Major</b>	<b>Qtr 1</b>	<b>Qtr 2</b>	<b>Qtr 3</b>
Application	2	1	0
Desktop	35	45	35
Server	2	2	4
Telecom	1	1	0

<b>Minor</b>	<b>Qtr 1</b>	<b>Qtr 2</b>	<b>Qtr 3</b>
Application	28	5	6
Desktop	346	351	327
Network	0	2	3
Other	33	76	56
Password Change	34	6	16
Printer	32	8	9
Batch Printing	98	85	115
Server	2	3	4
System Access	0	1	2
Telecom	0	2	0
User Admin	0	1	2
Virus	0	1	1

<b>Education/Information</b>	<b>Qtr 1</b>	<b>Qtr 2</b>	<b>Qtr 3</b>
Application	1	1	0
Desktop	1	16	29
Education/Training	46	28	26
Other	1	1	0
Virus			

	2	0	3
	146	113	98
	50	34	38
	3	0	3
	2	0	2
	3	2	6
	1	0	1
	20	20	21
	1	0	1
	45	64	68
Project	1	0	0
Server	4	2	1
Software	2	2	1
User Access	3	4	2
User admin	1	1	0

Analysis of these priorities has shown that a significant number of incidents have been assigned to incorrect:

- 1 Priorities
- 2 Problem Groups

Vivista are committed to having workflow processes based around the Information Technology Infrastructure Library (ITIL - This is the Office of Government Commerce's (OGC's) most widely accepted approach to Information Technology Service Management in the world). To this end the current Incident Request System (IRS) is being replaced and internal reviews are under way to develop workflow processes that produce more accurate data. The IRS implementation is target for completion in Qtr 4 2004.

- ***Vivista would actively look at reducing the volume of negative responses in next customer survey (only 7% of RDC staff responded with 50% very good, 44% good, and 6% Poor)***

In line with the Vivista Business Process review a revised approach to Customer Feedback is being implemented and is expected to go-live in QTR 4 2004.

This will involve a telephone call to every user requesting feedback on how their incident has been dealt with by Vivista.

This information will form the backbone to our Customer Survey.

- ***Targets for improvement would be reported back to this committee in 6 months times as part of their objectives for the next 3-5 year period***

	2004	2005	2006	2007	Expected pa reduction by end 2007
Total Support Incidents/qtr	899	850	800	750	596
Minor	548	500	465	450	392
Education/Infor mation	46	40	35	30	64
Other	305	310	300	270	140

All targets are based around the current infrastructure.

- ***Vivista agreed to provide a clearer presentation statistics at next presentation***
- ***Members agreed that whilst they had seen some improvements in figures since Vivista's last report to the committee, they would be looking for further improvements in six months time***

The total number of incidents across all priorities has reduced from 948 in Qtr 1 to 884 in Qtr 3. An annualised reduction of 256 incident requests.