SUNGARD VIVISTA

Rochford District Council
Committee Report March 2007

SUNGARD VIVISTA & RDC

Issue 001.3

Document Signatories		
Author(s):		
Barrie Madsen	Signed:	Date:
	Signed:	Date:
Approval(s):		
Kay Hennessy	Signed:	Date:
	Signed:	Date:
	Signed:	Date:
	Signed:	Date:

SM0330/023/August06August 06CR
Service Level Report

Page 1 of 8
SunGard Vivista & RDC

Issued: 26th March 2007
Issue: 001.1

Contents

1   CONTRACT PERFORMANCE

SunGard (SGV) have consistently exceeded the SLA (Service Level Agreement which is the part of the service contract in which a certain level of service is agreed upon) for both call response and resolution and these are currently 98.78% and 99.53% respectively against a SLA target of 95%. Call volumes from staff with an IT issue are now averaging around 295 calls per month with the call stack averaging 25. Server up time of 99.98% is being achieved against a SLA target of 95%.

A new contracts manager has been appointed and this has added further to the stability of the support team on-site at Rochford. Centralised documentation has been introduced and each staff member is encouraged to add to this thus creating a knowledge base that each can use. This centralised knowledge base should help provide resilience if one member of staff is unavailable due to holiday, sickness etc.

Project work is ongoing and is progressing at a steady pace. At present all of the work has been able to be completed with minimum disruption to the day-to-day running of the council business but there are some elements of the projects that will require some evening and weekend work. These will be planned to ensure maximum use of the time available and to ensure that all systems will be available for the working week.

The call handling centre in Sutton has recently made available extra staff to facilitate in the management and deployment of calls being logged by RDC. This has been in response to a slight drop in performance over the last few months of calls being answered within 5 rings. This has since resulted in SGV hitting the SLA target.

SM0330/023/August06August 06CR
Service Level Report

Page 3 of 8
SunGard Vivista & RDC

Issued: 26th March 2007
Issue: 001.1

SUNGARD VIVISTA

2   6 MONTH PROJECT ACTIVITY

Refresh Project – Thin Client

Phase two of the Thin Client refresh project has now been completed and all remaining Windows 98 machines have been replaced and decommissioned.

One NT4 server is still online and cannot be decommissioned at this time due to the amount of software that it is currently running. We are also waiting for the latest release of Axis; this can then be installed on one of the Windows 2003 servers and the remaining software will have to moved piece meal to ensure that the integrity of the application farm is maintained.

Two new Thin Client servers have been configured and installed and load balancing has been implemented to ensure an even client distribution across the four servers. This has meant a dramatic increase in the application availability to each Thin Client user.

UPS (Uninterruptible Power Supply)

A full inventory of the status of the UPS structure (to which the servers are attached) has been undertaken. It is now confirmed that a UPS device protects all servers and in the event of a power cut will enable the servers to continue to function until the batteries reach a critical level of charge. When this level is reached a controlled shutdown of each server will occur which should prevent a server crash. The inclusion of a UPS on each server also acts as a filter and smoothes out any spikes and fluctuations in the incoming mains supply.

Web Servers

In order to cope with the planned increase in capacity and applications two new Web Servers have been installed and configured. The original plan to rebuild both servers and reinstall all the applications and services was aborted due to the amount of data and software that each machine had installed. It was thought that to pursue this route was not viable as there were so many variables and the concern was that the final build might be unstable. After much discussion with all parties it was decided to use a technology known as virtualisation. This is where "virtual" servers are located inside a physical server. The advantage of this method is that all the old data is transferred to the new servers and therefore do not require rebuilding. This method also provides resilience and is highly scaleable. Connectivity to these servers has been enabled and the Web team is now carrying the necessary work before the go live. RDC's Web team have since organised the launch of the new website.

Elections Equipment

The scanners for the elections requirements under the Electoral Administration Act 2006 have now been installed and tested with the software that came with the machines. The Pickwick software has been ordered and recommendations for suitable hardware to run the scanning software on has been quoted for and presented to RDC.

General Ledger

The original Chronicle software has been replaced with Dimensions, this new software ustilises a SQL database and allows for improved reporting via a Crystal reporting package and the ability to export data directly into Microsoft Excel.

SM0330/023/August06August 06CR
Service Level Report

Page 4 of 8
SunGard Vivista & RDC

Issued: 26th March 2007
Issue: 001.1

3   PLANNED 6 MONTH PROJECT ACTIVITY

Network Topology

Following an analysis of the RDC network topology it has been highlighted that the general performance and utilisation is at moderate levels. The proposal to enhance the performance and security of the network will be carried out in a phased approach.

The first step will be to upgrade the back-bone to a Gigabit Ethernet capability and this will be carried out over the coming months. Once this is completed stronger password encryption will be used along with an increased frequency change from 90 days to 30 days duration.

Anti Virus

An investigation into the performance of the current Anti Virus software has been carried out and based on the findings it has become evident that a more robust solution be sought. To this end a new Anti Virus package called NOD32 by Eset has been procured and will be rolled out across the entire estate.

Folders re-structure

Discussions around the structure of the G: drive have been taking place and guide lines have been proposed as to how the new structure should look. Angela Baldock's team has been chosen to pilot this project and once completed will be presented to RDC for discussion and implementation.

Mobile Data Project

The proposal for the Mobile Data Project has been presented to RDC and has been met with great enthusiasm. The proposal ustilises 3G Network technology in conjunction with PDA's based around the current provider who is Orange, but will work equally as well with other Mobile Network providers.

4   ACCOUNT MANAGEMENT

Phil Wilde continues in his role as Customer Relation Manager and attends the regular monthly service review meetings.

Current activities or items under investigation include: -

- o Review of the Service Level Agreement to improve its clarity and the measurability of the ICT services.
- o Review of the current telephony setup and supplier to see if any improvements in both service and financials can be gained.
- o Continuous Service Improvement Plan to ensure that the performance and quality ICT services to the Council are enhanced month on month.
- o Improved change management process covering all aspects of the ICT services to ensure that unplanned disruption to service availability does not arise as a result of the rolling programme of system refresh and application enhancements.
- o Introduce SunGard Availability Services products in the context of IT service continuity planning and the Council's business continuity planning (Contingency Planning).
- o ICT security, as required by BS.7799 (ISO27001).
- o Customer satisfaction survey covering SunGard services to Rochford District Council. The overall perception of SunGard's performance in delivering a quality service to RDC fell between "Excellent and Good". It has been noted that in those areas where SGV did not meet expectations an overhaul of the procedures that are currently in use are being revised to address these issues, these include the following:

    1) Feedback to customers

    2) Resolution of third party calls

    3) Customer perception.

SM0330/023/August06August 06CR
Service Level Report

Page 6 of 8
SunGard Vivista & RDC

Issued: 26ᵗʰ March 2007
Issue: 001.1

5 DESKTOP AND LAPTOP STATUS

Operating System	March 07 Operating System Total	Current Status	Monitors	Laptops/ Tablets
PC's				
Windows 2000	133	133	134	4
Windows XP	31	31	30	6
Total Number of PC's	**164**	**164**	**164**	**10**
Thin Clients				
Wyse (CE) TC	35	35	35	
HP Thin Client	37	37	47 (2 x 20)	
Wyse (other)	2	2	2	
Neoware (XP) TC	5	5	5	
Training – Neoware	6	6	6	3
Training – Wyse	1	1	1	
Total Number of Thin Client Devices	**86**	**86**	**96**	
Total Number of Desktop PCs (including Thin Client devices)	**250**	**250**	**260**	
Total Number Of Laptops	**13**	**13**		
Windows 2000 (Sheltered Housing Sites)	11	11	11	
Un-audited Devices	0	0		
Total excluding servers	**274**	**274**		
NT4 Server	**1**	**1**		
Windows 2000 Server	**5**	**5**		
Windows 2003 Server	**20**	**20**		

PC's (including Thin Client devices)	Training Room Equipment	Sheltered Schemes	Laptops	Un-audited
250	7	11	13	0

Equipment located in SunGard Vivista office but not deployed

None

Note: These figures have been produced from the asset audit software.

SM0330/023/August06August 06CR
Service Level Report

Page 7 of 8
SunGard Vivista & RDC

Issued: 26th March 2007
Issue: 001.1

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Approval(s):	
Distribution List:	Sarah Fowler
	Andrew Mowbray
	Kay Hennessy
	Barrie Madsen

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SM0330/023/August06August 06CR
Service Level Report

Page 8 of 8
SunGard Vivista & RDC

Issued: 26th March 2007
Issue: 001.1