SUNGARD® VIVISTA

Rochford District Council

Committee Report September 2006

SUNGARD VIVISTA & RDC

Issue 001.3

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1   CONTRACT PERFORMANCE

Overall performance against the contract has been good during the period. SunGard have met the SLA for Server, Application and Network availability month on month.

There have been significant changes to the on site support team. Pat Thornton-Viall who initially worked for the council some 20 years ago has now retired. A permanent member of the team left to take on a new role, and temporary member of staff taken on by SunGard has now finished his contract. This has resulted in the appointment of three new team members. These new appointments have brought some excellent skills to the team. This has been reflected by the continuation of the reduction in the call stack levels. The number of calls logged has remained consistent over the period at around 300 calls per month.

SunGard has introduced an Account Management function to its team on-site. Phil Wilde has joined as Customer Relationship Manager.

The new team have also made significant progress on new project work. Project work has been undertaken during office hours where possible. It has been necessary to undertake an element of the project work during the evening and weekends.

SunGard has introduced new call handling facilities within the call centre in Sutton. This has enabled more efficient routing of calls to Service Desk Agents. This has resulted in an increase in the percentage of calls answered within 5 rings. The average is now 98%.

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2   6 MONTH PROJECT ACTIVITY

Refresh Project – Thin Client

Phase one of the PC refresh project has been completed. A few upgrades in the Planning department were delayed pending the completion of the Microsoft Email Server upgrade.

Phase two of the PC refresh project has started and approximately 30 PC's have been upgraded. The remaining PC's will be upgraded in October

In addition to the above elements of the refresh project, the Microsoft Windows NT 4 servers are being replaced. Four of these servers have been successfully decommissioned in the period. Two Windows NT 4 servers remain. These last servers will be decommissioned by the end of the year.

Wide Area Network Upgrade

The Wide Area Network was upgraded to provide additional bandwidth to the Rayleigh site and to utilise more advanced networking technology. The project was successfully implemented in August 2006. Users at Rayleigh have reported enhanced performance with Thin Client sessions.

Microsoft Exchange Project

The Microsoft Exchange environment provides email facilities to the Rochford District Council Users. The system enables RDC users to send email both internally to other RDC users, and also to email recipients on the Internet.

The Council's Email servers were successfully upgraded in August 2006. The latest version of the software was installed which provides enhanced email facilities and compatibility with Personal Digital Assistants (PDA). These PDA devices will now be able to connect wirelessly to the Email server. In addition a more secure backup solution has been implemented. This solution will reduce the risk of data loss in the event of a server failure and will allow the restore of individual emails users should this be required.

Essextranet

The Essextranet provides a secure network connection to a number of authorities within Essex County Council.

The new dedicated Essextranet firewall has now been installed. The Firewall and Email servers have been configured to provide secure exchange of emails between a number of partners. Currently Basildon DC, Brentwood DC, Chelmsford BC and Essex CC.

Wireless Network Access

Wireless network access has been provided to a number of users in Acacia House. This allows both Laptops and PDA devices to connect to the Council's Network without the need for network cables.

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EOLP

Essex County Council has established a Business to Business relationship with HP. The relationship with HP has enabled Rochford District Council to realise significant cost reductions on HP products.

Revenues and Benefits Server

A new Revenues and Benefits server has been implemented during the period. The new server replaces the old out dated server that has been in operation.

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3   PLANNED 6 MONTH PROJECT ACTIVITY

Refresh Project

Phase three of the PC refresh project is currently being investigated. This phase of the project will upgrade all Microsoft Windows 2000 users. Windows 2000 will fall outside of Microsoft support in December 2007. Investigation is currently underway to establish the impact of the upgrade on the existing user applications. In addition, performance statistics are being generated to ensure the Thin Client server farm is expanded where necessary.

Network Storage Space

An investigation into capacity management identified the need to provide additional storage space to the user base. A suitable solution was presented to RDC and is due to be implemented in October 2006. The need for good housing keeping processes is still required.

Web Hosting Solution

Star Internet currently host a number of Web services for the Council. The current hosting solution is due to be upgraded to provide a faster and more secure hosting solution.

Two new web servers are due to be installed, the web sites and applications will be migrated by December 2006.

Finance System

The Finance system upgrade continues. A new database has been installed to accommodate the new application, and a number of scripts will be written to interlink other RDC system.

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4   ACCOUNT MANAGEMENT

Phil Wilde joined the SunGard team in June 2006 as Customer Relationship Manager. His role is to work with our Contract Manager to continuously improve the service to the Council, and also to interface with RDC senior management and other parts of the SunGard business to leverage those products and services that are of interest or relevance to the Council.

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   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   Introduce mobile data solutions to enable Council Officers to interactively connect to central IT systems whilst in the field.

o   Investigate an environmental alert mechanism that will allow members of the Public to report instances of graffiti, fly-tipping, etc via mobile phone and the Internet; including photographs of the reported item and precise geographical positioning.

o   Review of current data network capacity and performance to assist with planning the 2007/08 ICT services budget.

o   ICT security, as required by BS.7799 (ISO27001).

o   Customer satisfaction survey covering SunGard services to Rochford District Council.

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Operating System	March 06 Operating System Total	Current Status	Monitors	Laptops/ Tablets
PC's				
Windows 98	79	25	25	
Windows 2000	122	135	135	4
Windows XP	10	22	22	5
Total Number of PC's	**211**	**182**		
Thin Clients				
Wyse (CE) TC		34	34	
HP Thin Client		20	40 x 17" TFT	
Wyse (other)		2	2	
Neoware (XP) TC		5	5	
Training – Neoware		6	6	3
Training – Wyse		1	1 (+1 15"TFT)	
Total Number of Thin Client Devices	**35**	**68**		
Total Number of Desktop PCs (including Thin Client devices)	**246**	**250**		
Total Number Of Laptops	**12**	**12**		
Windows 2000 (Sheltered Housing Sites)	11	11	11 "17"	
Un-audited Devices	0	0		
Total excluding servers	**269**	**273**		
NT4 Server	**6**	**2**		
Windows 2000 Server	**7**	**6**		
Windows 2003 Server	**12**	**13**		

5   DESKTOP AND LAPTOP STATUS

PC's (including Thin Client devices)	Training Room Equipment	Sheltered Schemes	Laptops	Un-audited
250	**7**	**11**	**12**	**0**

Equipment located in SunGard Vivista office but not deployed

None

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

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