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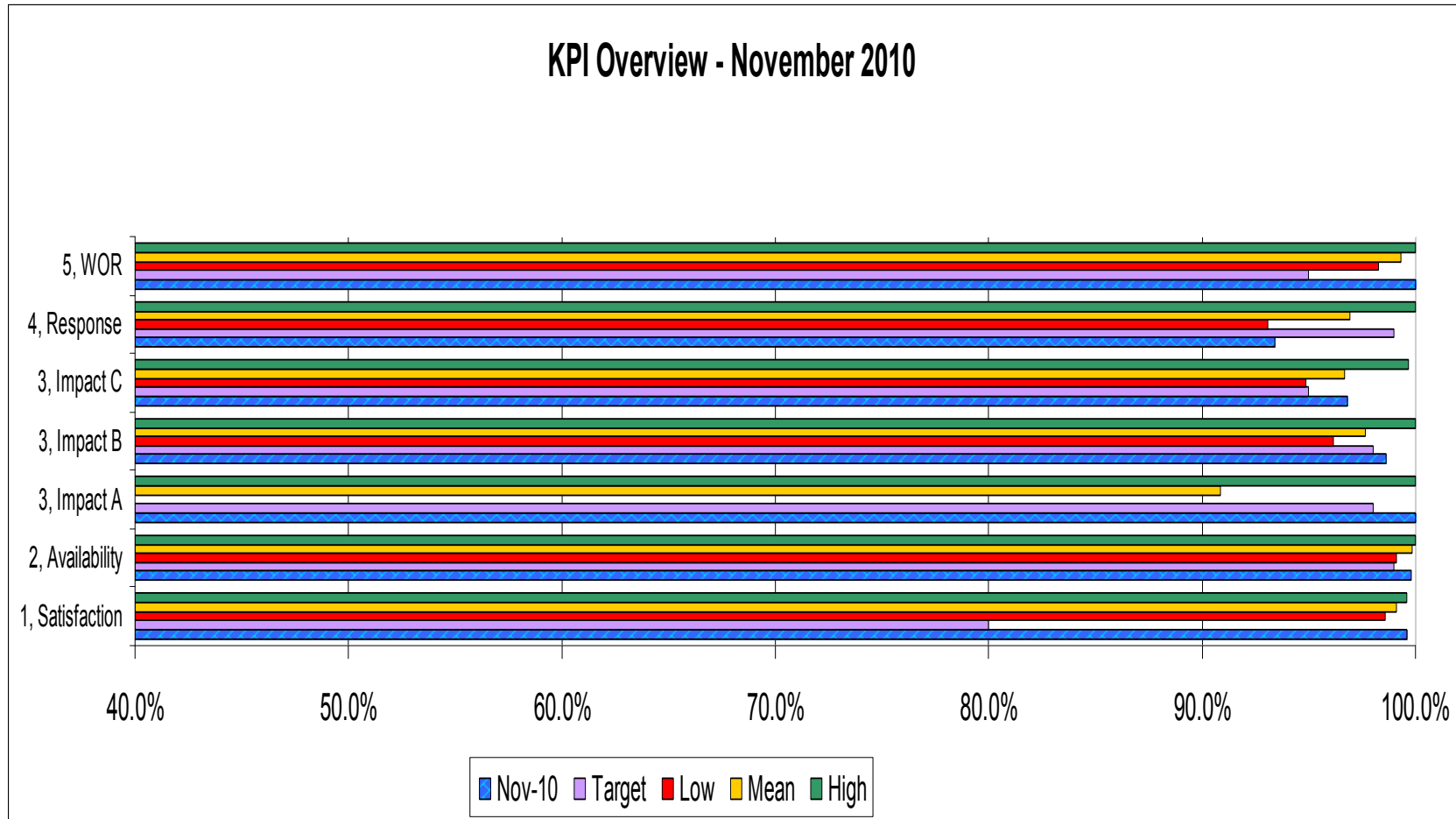


Business Improvement Sub-committee

Joanne Linton
November 2010



Steria KPI overview – April 2010





Work completed or currently in progress

- Integra upgrade IOE complete.
- Team assisting with ARP migration to virtual servers and chip pc's.
- Working with ICT to develop new ARP/ICT support model.
- Forefront threat management gateway installed – providing enhanced network security across the council.
- Preparation work on virtual servers for Lagan upgrade.
- Working with Business Improvement team designing new helpdesk in preparation for end of Steria contract.