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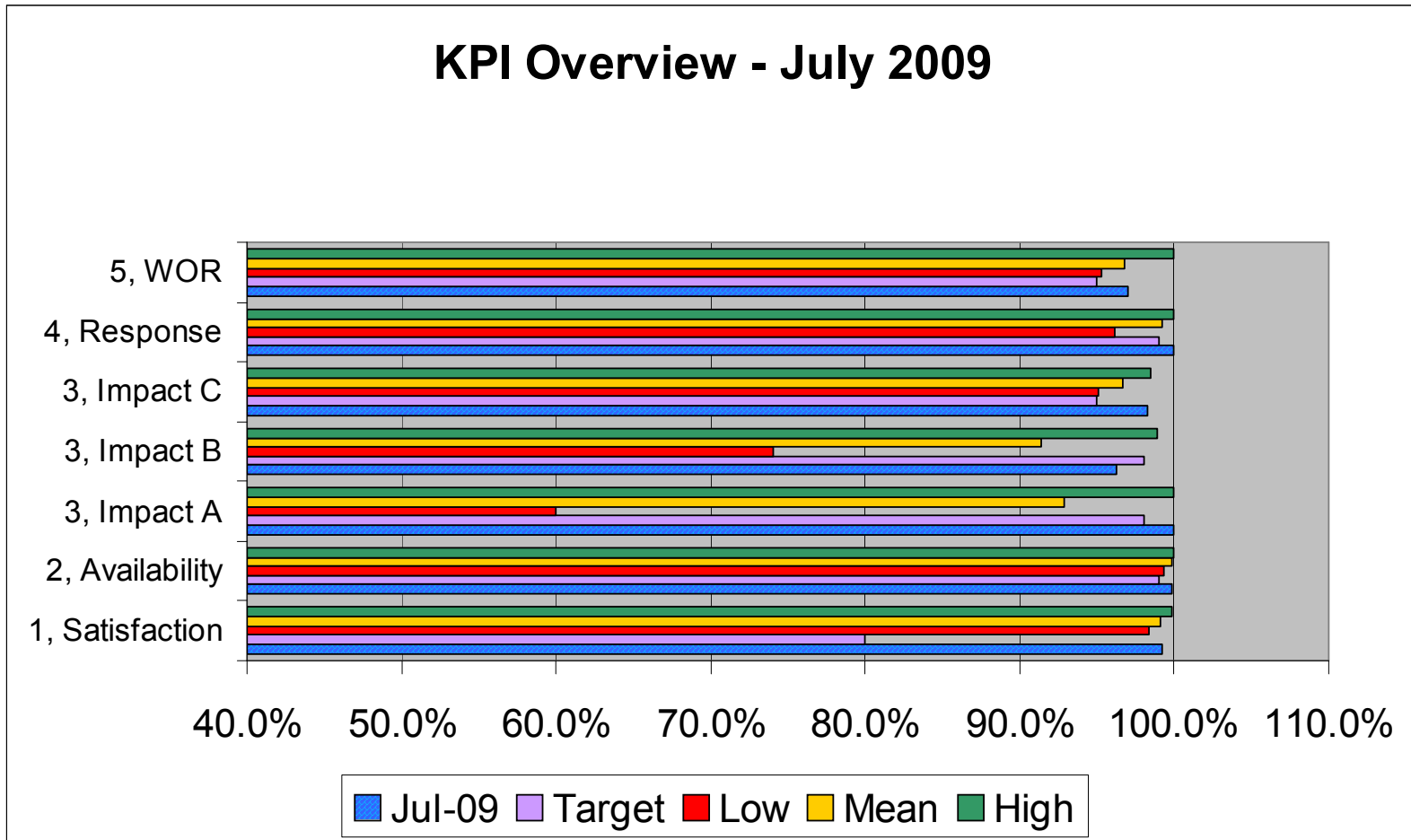


Breckland Council ICT Service

Reporting Period – July 2009



Performance Overview





Members Calls

There were 22 calls placed by Council Members during July. The majority of calls related to the outage caused by the lightning strike.

Several parts were required to be replaced to resolve the problem. Steria and the ICT team worked together liaising with various 3rd parties initially to identify the problem and then to coordinate the work being done.

A follow up meeting is being held to discuss service improvements and future resilience to reduce the risks of this type of problem reoccurring.



Work Order Requests & Key Activities

- Server virtualisation – Steria have delivered a fully costed proposal for a high-end solution. Steria have requoted with a revised solution.
- A second phase of the CoCo project is now underway.
- Investigation into expanding the authorities Citrix Server farm for remote working. Interim solution and costs have also been proposed.
- Steria are working with Capita to provide a solution to facilitate the Planning and Building Control transition.
- Steria are working with Capita to progress the webserver upgrade and online viewing of planning information.
- The Steria team have been working weekends to assist with the office moves at Dereham.
- Work has been completed reimaging the remote office pc's to allow for users from the Housing team access systems offering further support to the public.