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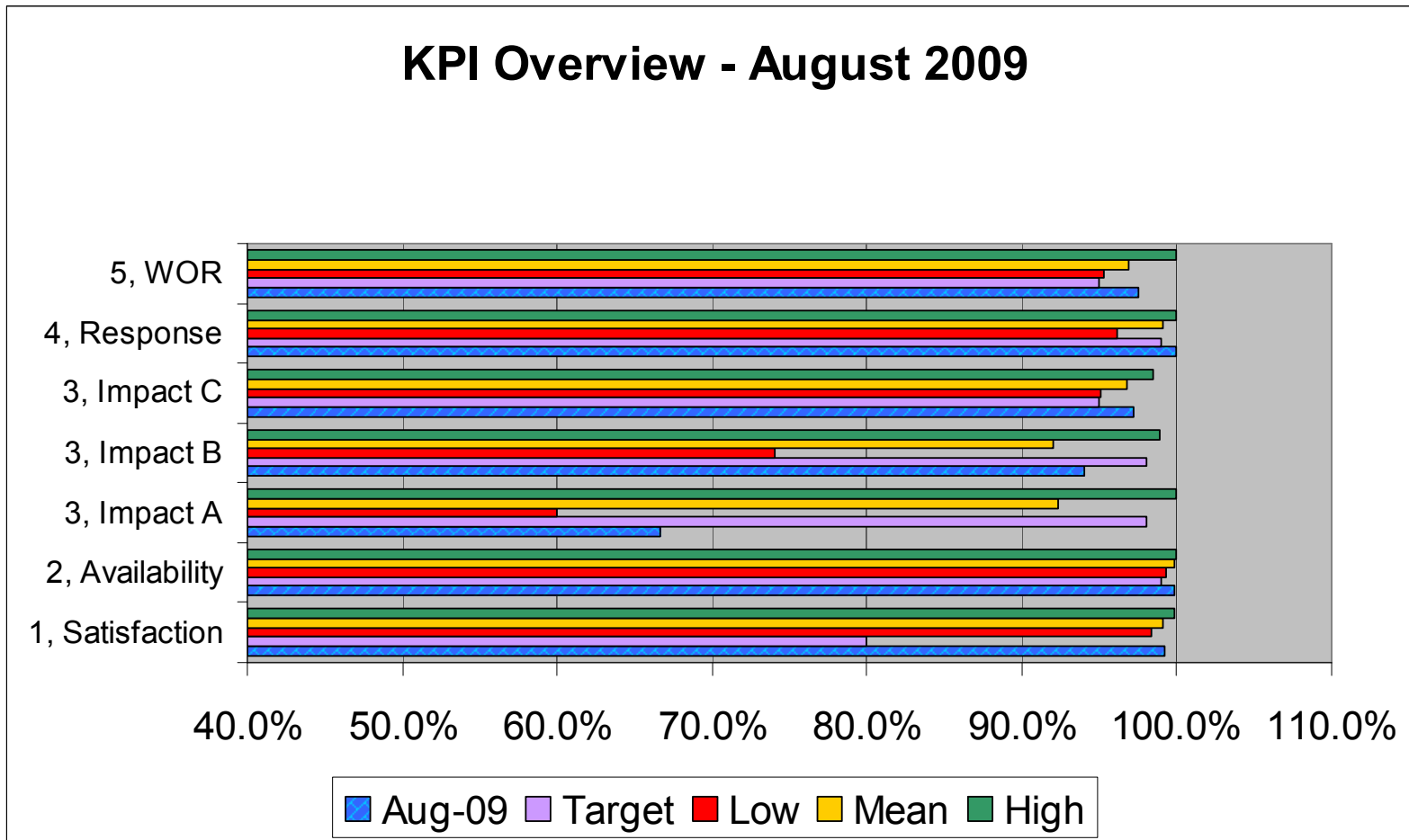


Breckland Council ICT Service

Reporting Period – August 2009



Performance Overview





Members Calls

There were 10 calls placed by Council Members during August.

The majority of calls were related to connection problems and were able to be resolved with advice given over the Phone.

One home visit was required to restore the VPN connection and assist with connection problems.

Consumables were able to be supplied by post when requested.



Work Order Requests & Key Activities

- 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 have completed all tasks to date relating to the transfer of staff across to Capita. This has included working with ICT to highlight the areas of concern relating to data security and network connection problems.
- The Steria team have been working with Ocella and Capita to ensure the Webserver upgrade was complete, this was required to enable online viewing of planning information.
- The Steria team assisted throughout August with the office moves and have received positive feedback from Breckland staff regarding the work that was done.
- Steria have assisted the Housing team and the ARPT over the last few months to ensure access to the new system is available as soon as possible.