



Cabinet

21 MAY 2012

LEADER

Councillor Stephen Greenhalgh

MULTIMEDIA ENABLING NETWORK TECHNOLOGY

**Wards:
All**

The implementation of renewed network technology will maintain a secure IT environment; support tri-borough working and enable multimedia to the desktop.

A separate report on the exempt Cabinet agenda provides business-sensitive information regarding this project.

CONTRIBUTORS

DFCG
Director of
Procurement and IT
H&F Bridge
Partnership
ADLDS
EDFCG

Recommendation:

That approval be given to the proposal to renew data centre network equipment, at a total cost of up to £180,000 with on-going annual charges of approximately £35,000 for three years, with the overall and ongoing costs being negotiated dependant on the level of control required over content, to be funded from the IT infrastructure projects revenue budget.

**HAS A EIA BEEN COMPLETED?
N/A**

**HAS THE REPORT CONTENT BEEN RISK ASSESSED?
YES**

1. BACKGROUND

- 1.1 HFBP operates a voice and data network on behalf of H&F which provides the core infrastructure on top of which the Council operates the rest of its IT systems. This network extends from the East London Data Centre and HTH and radiates out to nearly 50 sites around the borough.
- 1.2 A Cabinet Key Decision entitled “Getting the Basics Right - IT infrastructure renewal” was previously approved in 2010. In it, costs for network renewal were highlighted, which included replacing the end of life hardware in the Data Centres to maintain the integrity of the underlying infrastructure.
- 1.3 When completed, this work will provide H&F with a modern network infrastructure with sufficient capacity to deal with reasonable levels of growth in demand and which is capable of supporting multimedia applications. Other infrastructure elements required to support multimedia are in the course of implementation:
 - Provision of sufficient bandwidth to major council sites, through the current network renewal project;
 - Replacement of the current Citrix thin client with virtual desktops – the Smart Desktop - that support playing sound and have the latest version of Flash, through the workplace strategy.

2. BENEFITS

- 2.1 The new solution is designed to help support the Council’s business requirements in a tri-borough context, by:
 - replacing the end-of-life network equipment in the data centres.
 - increasing the capacity of the network service in the data centres to handle additional Internet bandwidth to support multimedia applications and tri-borough working
 - providing controlled access to applications in a tri-borough environment
 - delivering an internet service capable of supporting a future-proofed service i.e. IPv4 and IPv6 addresses as and when required.
- 2.2 In the new design, access to internet video streams such as webinars can be enabled by default but still controlled in terms of overall usage and on an individual user basis.

2.3 The proposition in this paper will support:

- **tri-borough working** by enabling the additional network traffic generated by tri-borough working to be managed without impacting on internal work.
- **service to the public** through short videos shown in the H&F building reception areas highlighting key services and new council initiatives played on a looped basis, in a similar way to those displayed in Post Offices.
- a range of business needs for **multimedia access** by H&F staff:
 - Public facing content hosted on the H&F website, for example recordings of key council meetings or the video content available via a dedicated H&F YouTube site.
 - External content such as external newsfeeds
 - Internal and external eLearning training material via the intranet
 - Internal communications such as short videos from key events, for example the People's Award winners, or new initiatives. Other examples include communications from H&F's CEO or council members.
 - Internal communications when key messages need to be relayed to large numbers of people, for example at the start of a large change programme or new council initiative.

2.4 This work will enable basic, manual deployment of multimedia including embedding links to multimedia files in e-mails and from intranet pages. Full exploitation of some of these multimedia users will also require investment in multimedia hosting technology, for which separate authorisation will be sought when these needs are fully specified. For example, the Council's website content management tool is not able to publish some newer multimedia file types in intranet pages. SharePoint 2010, which is being considered as a potential content management system, is able to support a wider range of multimedia files, and publish these to intranet sites. In addition, a dedicated video server could be used to provide more sophisticated management of future multimedia content and control access to different content.

3. STRATEGIC OPTIONS – TRI-BOROUGH

3.1 H&F is engaged in a process of connecting its IT Services to those of the Royal Borough of Kensington and Chelsea and the City of Westminster under the Tri-borough Initiative. Consideration was given

as to whether the replacement of the services within the H&F Data Centres could be combined with any similar requirements in the other two boroughs. Whilst both other partners were prepared to consider such an arrangement neither had a particular need to do so at this point in time.

- 3.2 Any combined service to be economically viable would have to look to provide a shared environment from common data centres and the development of such a facility is not a current priority, though it is on the strategic roadmap. All three boroughs have pre-existing connections and service contracts and continue to run three separate domains at present so there are no obvious savings to be made in the short term.
- 3.3 Given H&F's particular requirements, the Tri-Borough option should be seen as a longer term goal but not one H&F can benefit from immediately and for this reason has been rejected.

4. TIMESCALE

- 4.1 The implementation is driven by the need to deliver tri-borough working in a very short timescale. The project, subject to approval, would be started in June 2012 and completed within five months.

5. PROPOSAL

- 5.1 The cost breakdown for this work is in the separate report on the exempt Cabinet agenda.

6. EQUALITY IMPLICATIONS

- 1.4 There is considered to be little or no impact on equality as a result of the issues in this report.

7. COMMENTS OF THE EXECUTIVE DIRECTOR OF FINANCE AND CORPORATE GOVERNANCE

7.1 These are in the exempt report.

8. COMMENTS OF THE ASSISTANT DIRECTOR (LEGAL AND DEMOCRATIC SERVICES)

8.1 There are no direct legal implications. The works will be procured through the Council's existing arrangements with H&F Bridge Partnership.

LOCAL GOVERNMENT ACT 2000
LIST OF BACKGROUND PAPERS

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
1.	IT strategy - getting the basics right IT infrastructure renewal	Jackie Hudson ext 2946	FCS SmartSpace
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