

What do ICT do all day?

(Quite a lot actually!)

TOPLINES:

[Read our technology agenda](#)

Welcome to the ICT newsletter! Technology is evolving at such a rapid pace we thought we would provide you with a regular update of our projects, the technology we are implementing, our capabilities and brief reviews from our teams. We're not just about 'keeping the lights on' in a dusty old server room any more and this digest aims to give you some context for what we are doing.



SECURITY

SECURITY FOR IT IS EVERYONE'S PROBLEM!

Total loss of our data and systems would be more catastrophic now than Surrey Heath House burning down (again)! Data security is of paramount importance in the modern world we live in and here we'll provide you with guidance and insight into staying secure and protecting your privacy both at work and at home.

Security is an HR problem as much as an ICT problem and you'll be hearing more about the training you will receive in this column.



REDUCING RELIANCE ON SURREY HEATH HOUSE

Change is upon us. Tech is changing almost faster than we can implement it. For decades we've had incremental change in IT at Surrey Heath but more recently you may have noticed we're bringing in bigger change and faster. We're investing in new platforms to help you work better and work from anywhere.



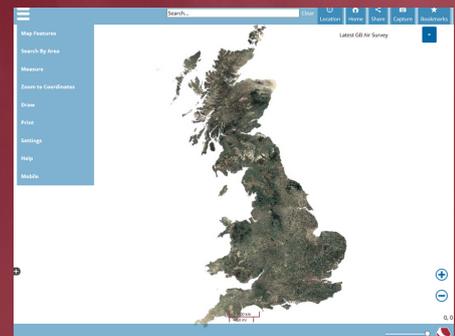
HARDWARE ROUNDUP AN INSIGHT INTO SOME OF OUR STUFF WHICH MAKES YOUR STUFF WORK!

Ever wondered where your files in your H:\ drive are actually stored? Meet our NetApp appliance. This is an old piece of hardware which also stores and takes backup snapshots of our virtual servers. It's being replaced with a mix of Box storage, server moves to off site data centres and a much smaller on premise storage device.

DIGITAL DEVELOPMENT

Watch out for WebMap9, replacing iShareGIS! Cutting edge geographic information services, more base mapping including UK air survey coverage and use from anywhere including your mobile. We have also been developing software which reconciles cash files in the Adelante cash system with the Civica finance system and passing the results over to the iWorld revenues and benefits system. Most of this goes on when you guys are in bed!

We're going to be working with HR helping them to develop a tech strategy to modernise workforce management and talent retention. Year to date for Street Naming we have brought in £21k in revenue to the Authority and we are working on implementing ward boundary changes to the GIS systems, Uniform and the electoral registration system.



SERVICE DESK



Freshservice is our new call logging system. It has many advantages and due to being cloud based it is easily accessible on any device. We can be more agile and update tickets and inventory when around the building on our phones. It has been well received by staff and is much quicker and easier to use. **This year, since it was implemented in March, 5,155 Calls have been logged. This compares to 2,270 on our old Sitehelpdesk system last year.**

We are always keen to receive feedback and when each call is closed you will be invited to say how you thought we did. Our customer satisfaction levels remain high. 97% of customers said awesome.

We have been busy issuing the new Samsung mobile phones. our next big project is to upgrade the PCs to Windows 10. We will also be assisting with the rollout of the new 8x8 phone system.



Global Cloud
Communications

**CLOUD
TELEPHONY
COMING TO YOUR
DESK SHORTLY!**

APPLICATION SUPPORT

The Applications Team a.k.a. 'The Real Heros' have had an extremely busy year with several major projects on the go, namely:-

Uniform migration affecting Environmental Health, Licensing, Development Control, Land Charges, Trees, Enforcement, Private Sector Housing and Building Control.

Working with each of the service areas, we have now completed the training for Uniform along with data mapping, configuration and test data migration.

The Apps Team have been working on the delivery of the Contact Centre element of the new **8x8 telephone system** and we are currently at the testing phase before going live in January.

We have also been working on the latest **Civica Financials** upgrade which is proving difficult, but we aim to go live in February 2019 with the cloud based version.

We have successfully migrated **Adelante** onto the cloud and despite having some initial teething troubles, with the help of Digital Development we have resolved them.

Basically we are the backbone of the department and are not just sitting here waiting to reset your password!



NETWORK & SECURITY ROUNDUP

Network and Security have been busy on a number of projects all geared towards working towards our digital strategy here's an update on four key projects which are going on at the moment within our team.

Over the next couple of months we'll be working with Service Desk to roll out Windows 10 and Office 2016 around the building. Windows 10 is a brand new operating system with all the latest features from Microsoft. Users will notice a big improvement in speed and performance when going about their daily work.

We are in the process of replacing our phone system as the current infrastructure is over 10 years old. In line with our digital strategy it is a fully hosted cloud telephone system enabling staff to make and receive telephone calls via their PC or their mobile phone ensuring that staff can be fully mobile and not reliant on the building here at Surreyheath. The system makes it very easy to transfer a call from your PC to your mobile if you need to go somewhere private.

We now have our new storage setup and installed in our server room which is running a lot faster than our current outdated storage.

We're in the process of starting to move key virtual servers across to this new storage so staff should start to see increased performance within applications.

We'll be working over the Christmas period moving large virtual servers which we can't move during the working day. All being well, staff should notice a difference in the new year.

As well as having our new storage in the server room we now have an extension to our network hosted in the cloud by a company called Proact. Key virtual servers (i.e. Uniform, Civica, iWorld) will be being lifted up to this new cloud storage which is being held on solid state / flash storage instead of mechanical hard drives. Users of these two systems will soon see a big improvement in performance of these applications.

CAPABILITIES BRIEFING

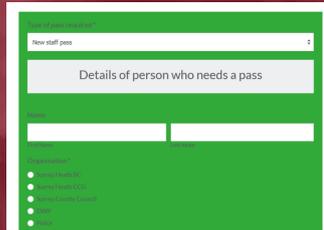


We are adding to our portfolio of capabilities. Investing in cloud services we can connect specialised platforms together on the web like lego blocks to build new things that we need.

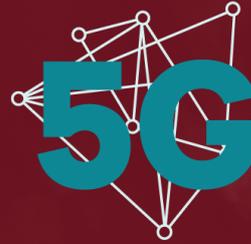
One such platform is Formstack. This lets us build digital forms on the cloud and we'll give you an example of what we use it for!

New or replacement staff pass requests are now handled by Formstack. As a building we are multi-tenanted and police and CCG etc can access this service too. The form is filled in on-line and the content is passed to another web service which converts it to a PDF document. This in turn is passed to

our digital signing platform which sends it back to the manager for authorising. When done, it's deposited in Box. IT staff are notified by Box and then produce the pass.



DIGITAL FUTURES



As technologists we keep a watching brief on emerging platforms. **If you've just got used to 4G on your phone, 5G is going to be with us in 2019.** Billed as a 'game-changer'. With peak data rates 100 times faster than 4g

a full HD movie will download in 10 seconds on 5g. 5g offers a high connectivity density meaning that lots of Internet of Things components (think home automation) can connect simultaneously. More importantly 5G will provide connections for mission critical services (remote surgery) and optimised council services like smart bins and intelligent lighting.

TELL US SOMETHING NEW!



We know we don't get everything right but we rarely get positive feedback on things we do. Positive comments, wants or constructive criticism....click on the feedback icon.



CHANGING IT UP!

LIKES Innovation

DISLIKES Nutella

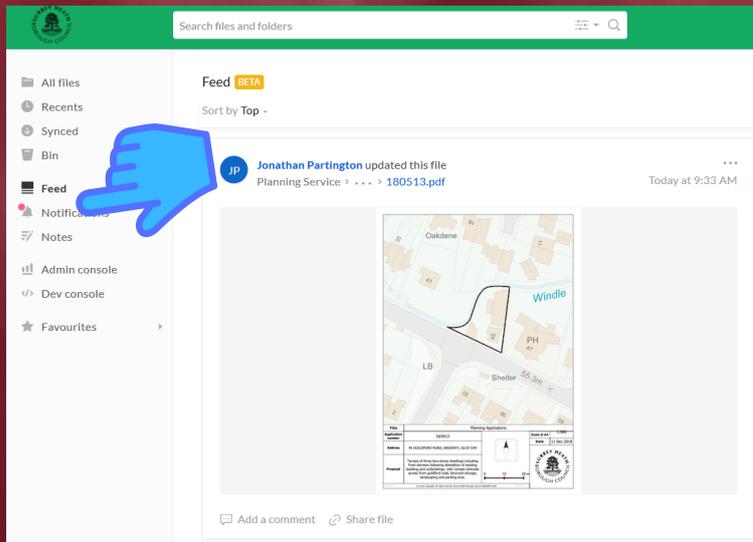
FAVE SHBC TECH

Box - so easy from anywhere!



Box isn't just a place to store your stuff. It's a place to collaborate with different teams.

Ever noticed 'Box Feed'? This is a beta feature that we switched on for all staff a few weeks ago. Box uses a clever blend of artificial intelligence to work out which documents you might be interested in within your team. It presents this as a commentary for you which Box calls "Feed". If there's activity such as edits or comments in documents your involved in you'll see them in Feed.



- There are 2 million pieces of content stored in Box.
- The OnBase document management system was switched on in 2009. We're switching it off in 2019.
- When we moved our Service Desk operation to the Freshservice cloud platform, we ported over 35,000 help desk call records.



ENDNOTE

Luckily, the ICT Christmas elf only makes an appearance once a year!