



Presentation to Finance SPC

The Changing Working Technology Environment

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with Responsibility for Procurement and Stores



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Content

IS environment and Current Desktop

Business Drivers

New Technical Environment Solution

Benefits



IS Environment

4,700 users

16,000 devices

300 plus servers

3 data centres

Cloud environment

660 terabytes of Tier one storage

Operator of essential service under NIS Directive



Current Desktop Environment

Has worked well for over twenty years

Supported Covid Working

Supported initial Hybrid Working

Has been very secure

Has been flexible to match changing business needs



Drivers for Change

Hybrid Working and Digitally enable the workforce

- Here to stay with 40% of time worked remotely
- More Locations and Devices
- Increased cloud usage
- Digital presence for all staff
- Introduction of Teams Telephony

Increased Cloud Services and updated Applications

- Move to Office 365 for mail and file shares
- Increasing corporate cloud applications e.g. HR
- New Housing and Planning Systems

M365 e3 licences

- Bundled licences across a range of devices
- Range of security products
- F3 for field staff

Increased number and range of Managed Devices

- Increased number of staff using technology
- Increased number of devices

NIS 2 Directive

- Operator of essential services
- Enterprise level applications required with Enterprise Architecture
- October 2024 implementation date



New Technical Environment and Cloud

Full Management of devices using Microsoft (cloud based)

- In tune
- Defender Anti Virus
- EDR anti malware
- Auto patch
- Rebuild devices
- More automated group and application access from the identity system

Support Hybrid working and digital presence

- Secure remote computing devices
- New Category of user
- Migration of services from on premises
- Support effective corporate WiFi and Hot desking

Increased cloud applications

- Full email and file shares on cloud
- Secured access to other cloud applications
- Greater flexibility in managing and sharing information



Benefits

Desktop

- Use the appropriate desktop eg mobile, tablet, laptop or desktop
- Standard environment and consistent
- All applications available
- All data available

Telephony

- Calls will be available on any device mobile, laptop, tablet or PC
- Calls available anywhere
- Integration with main contact centre for resilience and service

Better Support

- High levels of automation in building and supporting devices
- Rebuild option to quick start issues
- Better consistency of service

Greater Flexibility

- Work where you wish
- Integrated Wi Fi support on premises
- Support Hot Desking
- Meet NIS 2 security requirements

