

Appendix A1 - Overview of Services to be provided

1. Summary

The proposed solution is a fully managed IT service, including telephony, delivered by Hampshire IT. The IT service is based around Hampshire IT's Hantsnet Desktop (Hantsnet) and the telephony uses the latest VOIP (Voice over Internet) technology through the new Hampshire Public Service Network 2 (HPSN2).

Staff will log in to the network via a Hantsnet Managed Terminal (such as Wintertms) or fully managed PC's using a Citrix client. These devices will give access to Hantsnet. The Hantsnet desktop will present core productivity tools (e.g. Office and Outlook) and other applications migrated to the service. Staff will be able to work with and print from migrated applications as if they were installed on the local PC desktop, from any connected device, with the peace of mind that those applications are hosted, supported and backed up centrally. Remote access to Hantsnet is provided through Hantsnet Passport, a remote access solution delivered from any internet connected PC.

The majority of the IT services will be delivered from Hampshire IT's Data/Support Centre in Winchester, but there is an intention to have an on-site presence to support occupants of Penns Place during the transition and in the longer term Hampshire IT may locate one of the regional IT support hubs in the area. This would provide an effective support function for East Hants, but also strategically provide IT support for the larger eastern geographical area that would encompass Schools, Adult Services, Libraries and other services.

2. Desktop

The core service proposed for East Hants is a customised version of Hampshire IT's award winning Hantsnet which provides flexible access to a wide range of corporate IT tools and East Hants specialist (departmental) applications. It has two main components, the User Service (the user account) and a Managed Desktop Service. The term Hantsnet will be used throughout for simplicity but each user will see the components relevant to their organisation e.g. Intranet and mail.

The standard Hantsnet Desktop is delivered through a Hantsnet Device, usually a thin client terminal but, where required, through a managed PC. Any member of staff can log-in using a Hantsnet Device in any office location. Once logged on, staff will be presented with their personal Windows session which provides access to all applications and data.

Features and Benefits

- Provides common access for all users
- Includes provision and support of the equipment
- Periodic upgrade of equipment

- Allows more than one person to log onto a single Hantsnet Terminal simultaneously (shared use of equipment while in meetings etc).
- Ability to read and save data to a compatible USB Key or equivalent device.
- Local Control Panel to enable adjustment of settings for screen, keyboard and mouse.
- 17" flat screen as standard (optional larger screens and dual screens available).
- Helpdesk Support

Initially the service will provide a Windows environment for Microsoft Office (Word, Excel and PowerPoint (2003). Microsoft Outlook (2007) provides email and calendar services and access to the web is through Microsoft Internet Explorer. As part of the implementation the service will include the specialist East Hants applications migrated to the Hampshire Data Centre. The service can be enhanced for individual users by the addition of further software products e.g. MS Project, MS Visio, etc.

Hampshire IT will provide assistance on any IT related matter via the IT Helpdesk. The IT Helpdesk provide approachable and professional support during office hours by phone, email, on-line using Helpdesk Self Service to log and track a problem/question. Office hours are 7:30am to 7:30pm Monday to Friday. Outside of these hours the call will be logged and forwarded to the IT Helpdesk to be dealt with the next working day. Out of hours is between 7:30pm to 7:30am, weekends and Bank Holidays.

3. Printing

A fully inclusive and managed service, the Print Smart Service transforms printers into shared office resources, rationalising and reducing the number of devices while providing enhanced functionality for all users.

- **Secure** – users authenticate (login or smartcard) at the printer before selecting and releasing jobs for printing.
- **Managed** - central management and reporting provide detailed information enabling business units to target and further reduce costs from printed and copied documents.
- **Anywhere** – a flexible solution allowing users to copy or release print jobs at any Print Smart device regardless of location (partner, supplier sites etc).
- **Resources** - reduces uncollected paper and other waste.
- **Templates** – plain paper printing, simplifies printing and allows jobs to be released from any device

The service is a pull printing solution. All documents are sent to a single secure queue. Staff then authenticate at any printer (either by swiping a card or login with user name and password) to receive jobs securely.

Fax and scanning functionality can be added to the service if required.

4. Storage

Data will be stored on SAN servers in the Hampshire Data Centre. The Hampshire IT data centre operates with resilient power supplies from an Uninterruptible Power Supply, backed by a full-capacity diesel generator. The data centre is manned 24 hours, with on call arrangements both for Hampshire IT staff and third party suppliers to deal with the highest priority critical systems.

Hampshire IT takes Information Security seriously as demonstrated by the ISO27001 certification which Hampshire IT have held since 2008. ISO27001 is the internationally recognised standard for Information Security.

Hampshire IT uses the segregated structure of its network to protect the information and data assets of Hampshire County Council and its partners specifically to ensure that:

- Information is protected against unauthorised access.
- The confidentiality of information is assured.
- The integrity of information is maintained.
- Legislative requirements are adhered to.

In addition to the network design, Hampshire IT use many other aspects to reduce the risks of information loss such as enforced strong passwords, physical security of the data centre, mandatory e-learning modules on information security and two factor authentication process for accessing the systems remotely.

Hampshire IT provides a comprehensive backup solution. This service can be configured for a wide variety of systems and requirements. As protection in the event of incidents or disasters, regular copies of data are taken and held in offsite storage. The retention period depends upon the needs of the application, but typically backups are kept for a maximum period of 6 months. Restoration of individual files can be requested by nominated Partner staff who should contact the Help Desk. Files can be recalled within 4½ working hours in an emergency, or 24 hours in non-emergency situations.

The service is monitored 24/7, 365 days a year by Service Operations staff. Any failures are investigated immediately and the data management team are on call to resolve any issues which the operators are unable to diagnose.

5. Telephony

Telephony will be delivered from the HPSN2 core network (from the “cloud”) meaning a user is not tied to a local switchboard or even site. Users will be able to login to any phone on the HPSN2 network (that has enabled the service) to make and receive calls. The service has a range of standard functions such as call forwarding, call logging and voicemail. For resilience,

local gateways will be present, so that in the event of a HPSN2 line failure a basic telephony service can still be provided until the full service resumes.

HPSN2 Voice, Video and Text (VVT) uses Avaya IP Telephony and is designed to use least cost routing to make the most efficient use of carrier networks & services across the HLOWLA partnership. The service is highly resilient and offers alternative solutions for voice services to assist business continuity plans. One of the key benefits of this managed service is that Hampshire IT will be responsible for managing the telephony service system capacity to cope with additional users and handsets. East Hants single responsibility would be for requesting additional handsets for users.

6. Networking

East Hants District Council and the other fifteen members of the Hampshire and Isle of Wight (HLOW) local authority partnership have signed a landmark agreement to jointly procure a single voice and data network to replace the old HPSN.

Building on the foundation of the existing HPSN service, HPSN2 now offers improved data, voice and service networks for all partners and affordable solutions for up to 500 schools.

HPSN2 benefits:

- Greater value for money and significant economies of scale
- Cheaper commodity items, such as call minutes and infrastructure
- Increased network capacity, better quality voice services and faster connections
- Common infrastructure for shared services and applications
- Shared technology solutions, resilient lines, improved security and mobile data
- Connectivity to partner data, Government Connect and other public services
- Joint value added services e.g. directories, authentication, disaster recovery, video conferencing, and the Share Point Extranet.
- Solving new challenges together, e.g. Security, Services for young people

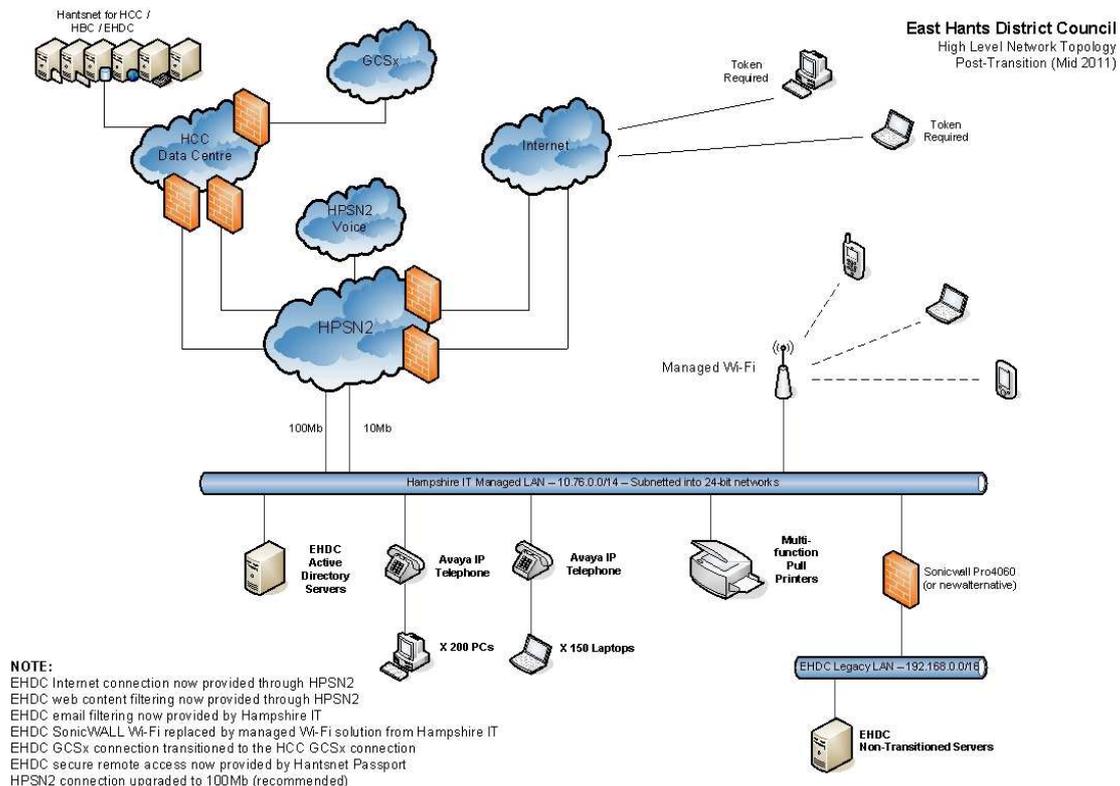
East Hants has completed its migration from HPSN to HPSN2 and is now able to access a range of HPSN2 services. HPSN2 is a key building block for the IT services proposed by Hampshire IT.

The existing local area network (LAN) Ethernet switched infrastructure at Penns Place will be replaced with new Ethernet switches from Extreme Networks. The new network will be resilient, to minimise single points of failure, and will deliver quality of service (QoS) and power over Ethernet (PoE) to support the delivery of Hantsnet, IP Telephony and Wi-Fi access points.

The new network will attach directly to the existing HPSN2 connection in Penns Place and the HPSN2 connection will be used to deliver IP Telephony services from the HPSN2 cloud and Hantsnet services from the Hampshire IT's Data Centre.

Hampshire IT will replace the existing SonicWALL Wi-Fi solution in Penns Place with a managed Wi-Fi service using Meru Networks equipment.

High level network topology



7. Application Hosting and Support

For core applications, e.g. Microsoft office, Hampshire IT will be responsible for the licensing and for the management of all levels of support for the application and infrastructure. All patching, releases and upgrades are managed by IT although East Hants staff will be involved in the planning and testing

For East Hants specialist applications Hampshire IT will manage the infrastructure including hardware, server licences and database software except where this is included in an agreement between East Hants and the supplier. For these applications it is expected that East Hants will remain responsible for application software licences and the relationship with the supplier. End user support for the use of the application and minor data issues would be managed within East Hants resource.

It is acknowledged that East Hants and Havant are keen to consolidate the applications used by both organisations and where possible combine. This approach will deliver additional benefits and savings.

For local applications, used by small numbers of users and generally implemented on a PC or laptop, support will remain the responsibility of East Hants.

8. Consultancy Services

Consultancy has been included in the proposal to cover the transition to the Hantsnet based infrastructure.

Hampshire IT provides an independent, proactive, professional, flexible and experienced 'in-house' consultancy service to all County Council departments and partner organisations. Characteristics include

- A large team of consultants with relevant experience and professional qualifications (Prince2, MSP, ITIL) working to agreed standards and methodologies in a quality assured environment
- A commitment to continuing professional development for all consultants so that we can respond effectively to the needs and priorities set by our customers
- Carefully matching our consultancy expertise to the needs of our customers and their projects.

Type of Consultancy available

Hampshire IT have the skills in-house to carry out development projects from system analysis through to implementation and ongoing support.

Our consultancy service includes:

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| - Strategic business and IT Consultancy | - Change management |
| - Defining programmes | - System development and implementation |
| - Feasibility studies | - Web Design and Development |
| - Business case preparation | - Web Content Updating |
| - Business analysis | - Hosting |
| - Project Management | - Technical IT Infrastructure design and implementation (network configuration, installation and management) |
| - Procurement advice, evaluation and tendering | |

Consultancy can be pre-purchased as a “call-off” agreement or ordered ad-hoc. Consultancy service will only be charged:

- for services (deliverables/work) which have been specified and agreed by the partner in advance,
- at a cost which has been agreed in advance,
- after the partner has accepted that the work has been satisfactorily completed.