Xentrall Shared Services – Technology Vision Summary

Hybrid

Private

Public

Hybrid Cloud
Best of Private and Public Cloud

- People First

- Cloud & Mobile First

- Microsoft First

*Xentrall will use technology to increase productivity by **empowering** every person, in every service, across every organisation we support to **do more** and **achieve more***

Xentrall Shared Services – Technology Vision Summary

The Technology vision is underpinned by the principles of the ICT Strategy……….

Principle 1 Services should put technology at the core of their service transformation with appropriateness and value for money being the tests for any technology related business case.

Principle 2 Those using ICT systems should have the correct technologies to aid them in their work and an appropriate level of skill to use these effectively.

Principle 3 Migrating services on-line should be the default position of any procedural/service development or review, or procurement of ICT systems, and an end-to- end approach should be adopted.

Principle 4 Existing ICT assets should be reviewed, rationalised and exploited as far as possible to maximise gain and eliminate waste.

Principle 5 A corporate approach should be considered where several services have similar ICT requirements.

Principle 6 Information technology should be a catalyst for transformation and the enabler of business. It should not be an obstacle. It should be resilient, scalable, secure and easy to use.

Principle 7 Unlock the power of our applications and data through an API approach to deliver great digital services and online customer journeys.

Principle 8 We will ensure that there are no unmanaged risks from legacy systems and unsupported software.

People First – Council Employees

Current State

- We now have improved capability and integration with our business application portfolio.
- We have removed almost all of our legacy technologies from our IT estate.
- We now have more flexibility and choice in the how we procure and consume technology services.
- With cloud based pay-as-you-consume services, we have better control and more effective return from our budget.
- We now have the ability to grow and contract technology services in response to business needs and capacity requirements.
- We have a level of technical resiliency that meets the expectations of a modern digital business.
- The services we provide our Members, Citizens and Employees are extremely secure and are protected by the latest security.
- We have access to modern, mobile desktop equipment.
- We have access to unified communications and mobile services.
- We have access to collaboration tools that we can use to work with internal and external stakeholders.

Future Vision

- We have a great deal more flexibility and mobility in how and where we choose to work.
- We now have an effective set of productivity tools, which has dramatically improved our efficiency.
- The business applications we use are responsive, effective and secure.
- We have a tightly integrated communication platform that enables me to work collaboratively at all times.
- We now have only one set of login credentials for all our ICT services.
- We can access services from any device, securely.
- We can work as well on our mobile phones and tablets as we do on our desktops?, meaning we always have the information we need at our fingertips.
- With the seamless integration of documents between devices, no mater which device we use, we have access to what we need.
- We always have the latest up to date versions of collaboration and productivity tools.

People First - Citizens and Partners

Future digital goals for a Citizen

- I now access Council services using my LinkedIn/Google/Microsoft/Facebook credentials, which means I don't have to remember another set of login details.
- I now have access to a more integrated set of services with a common user experience.
- The digital Council services I use are fast, always available, simple and hassle free.
- Mobile app access to Council services allows me the flexibility I require in my busy life.
- There are multiple channels I can use to engage Council services, which gives me the choice I need.
- I know that my data and personal information are very safe in the hands of Council.
- Paying for Council services is now so simple and in-line with the other on-line services I make use of.

Future State for a Partner Organisation

- I now have only one set of login credentials for all my Council IT services.
- I now access my authorised Council applications using my personal login details for my own organisation, which saves me having an additional account.
- I also now collaborate with Council staff in their SharePoint Online sites, Teams sessions and OneNote applications using my own identity, making me a more effective and seamlessly integrated member of the team.
- Sharing documentation and data between my organisation and the Council is now so simple, yet completely secure.
- Working collaboratively with my Council colleagues is so much easier…… no more remote desktops !!!!!
- The Council now have multiple communication tools and cloud solutions making it simple for me to contact who I need or access the information I need, making me more effective in my partnering role.
- Using the Council's secure authentication, I know both my organisation and I are protected.
- I can access appropriate Council services from my own organisation's mobile phone/tablet/PC without any fuss.

Cloud First – A Hybrid Cloud Approach
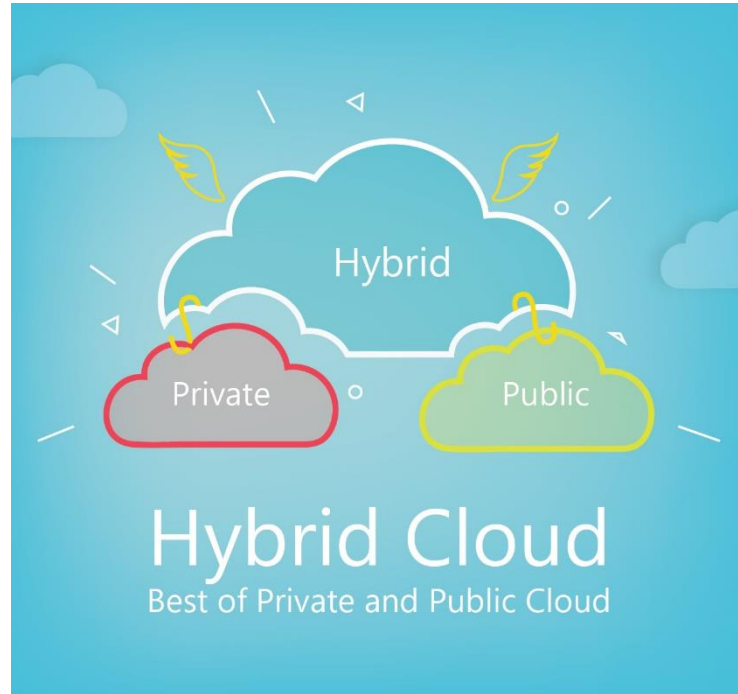
Xentrall will adopt a Hybrid cloud approach, utilising the best of Private and Public cloud models to deliver the most value to Council Employees and Citizens.

- An example of a Private Cloud is Xentrall's virtual server platform.

- Examples of Public Clouds are Microsoft Azure or Amazon Web Services (AWS)
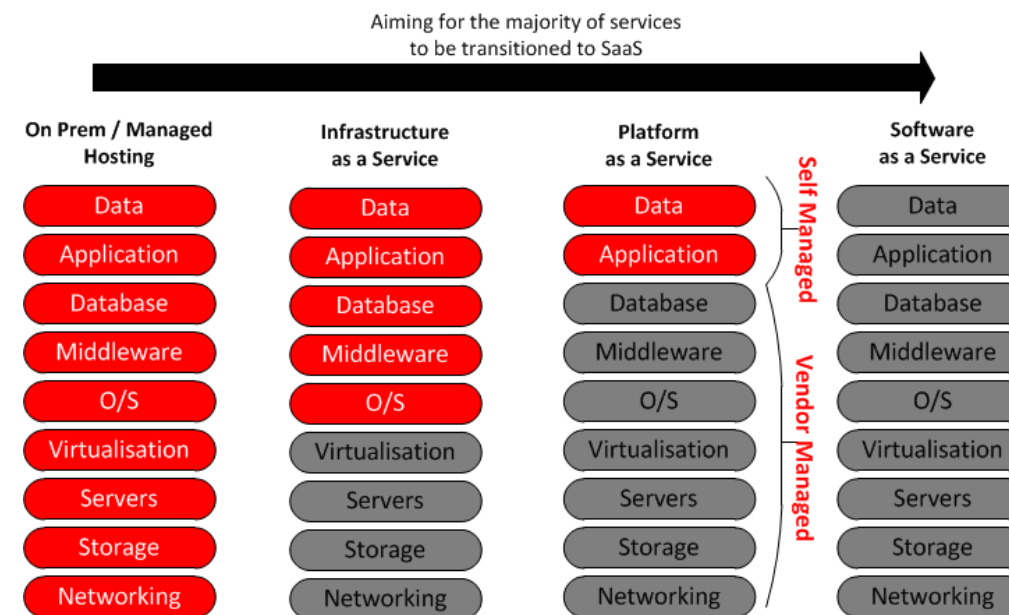
Cloud First – Software as a Service (SaaS)

Xentrall's adoption of new cloud services will continue to be based on a 'Cloud Appropriate' strategy.

Put simply SaaS is where a provider hosts the entire application and it is accessed via a secure channel on the Internet

Xentrall will always look to embrace a SaaS first approach however this will be completely dependant on evaluation criteria that ensures that a cloud solution is fit for purpose.

- Xentrall's preference for SaaS based applications and services is motivated by the benefits of the SaaS model. Lower cost of ownership, continual new releases of functionality, scalability, interoperability with other technologies and primarily the speed at which a solutions can be provisioned.

- SaaS won't be the right model for every situation, therefore on premise 'Private Cloud' will be been leveraged for specific line of business application technologies. PaaS offerings will continue to be used as developer platforms to build solutions where appropriate.

- Xentrall has previously considered other cloud models in conjunction with services however the cost, complexity, resiliency and performance issues invariably lead to a decision to use a Private Cloud or SaaS

Aiming for the majority of services to be transitioned to SaaS

On Prem / Managed Hosting	Infrastructure as a Service	Platform as a Service	Software as a Service
Data	Data	Data	Data
Application	Application	Application	Application
Database	Database	Database	Database
Middleware	Middleware	Middleware	Middleware
O/S	O/S	O/S	O/S
Virtualisation	Virtualisation	Virtualisation	Virtualisation
Servers	Servers	Servers	Servers
Storage	Storage	Storage	Storage
Networking	Networking	Networking	Networking

Self Managed — Vendor Managed

The creation of Xentrall's hybrid cloud will realise benefits by improving the accessibility of services, reducing costs and improving staff capability to serve our citizens.

Cloud First – A Comparison…

Pizza as a Service
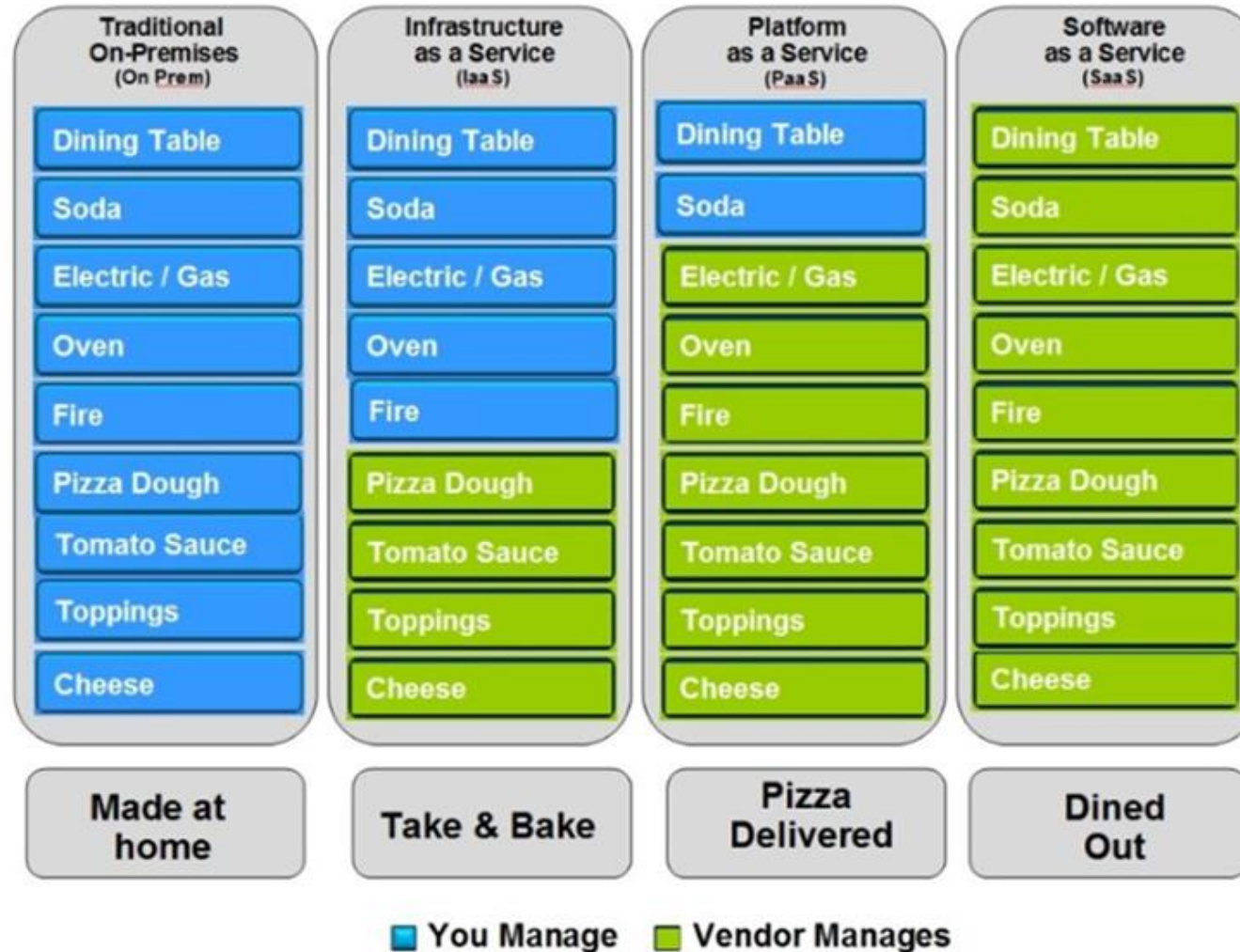
Microsoft 365

It's all about experiences not just products and services

- Employees already have access to many of the technologies that Microsoft 365 provides and at the time of selection, these niche or more focussed products were a combination of; matured, proven, best of breed and value for money for the Council. The Microsoft suite of products has matured and integrated significantly over recent years, and as a consequence of the desktop software migration, a wider review and adoption of Microsoft enterprise products will now take place.

App / service
WHAT the consumer does
+
Platform
WHERE the consumer does it
=
Experience
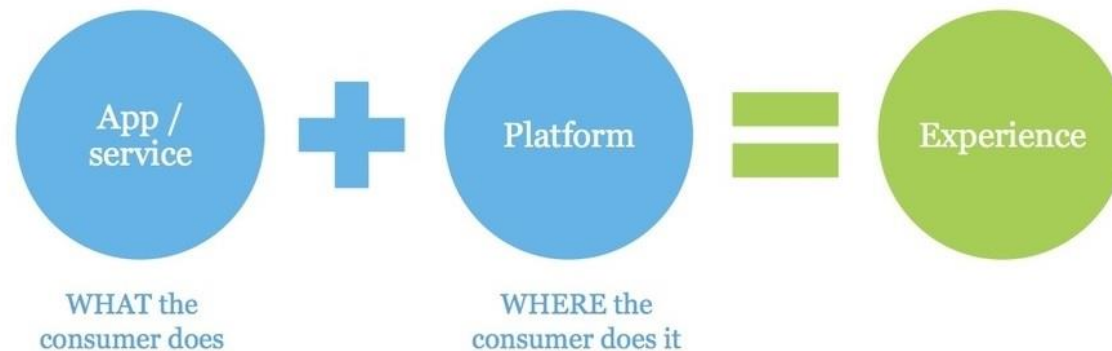
- 365 offers users as few new interfaces to learn as possible representing familiar and discrete offers with very clear connections between them, put simply the technology is simple to use and just works. Users can maintain their working flow navigating seamlessly from documents to chat, to video and collaboration tools.

- Over time as contracts for other enterprise products end, the Council will derive additional value from investment in Microsoft 365 by migrating to 365 components which may encompass; anti-virus, email filtering, Internet filtering and telephony

- Because people will have one identity across the Microsoft portfolio of products, their experience will be consistent, seamless and easy to use.

Microsoft First

By putting Microsoft at the heart of our technology vision, ICT Services can deliver a set of tightly integrated tools that with appropriate training and support will significantly increase personal productivity and in turn bring efficiencies to the delivery of Council services.