

I.C.T. Shared Services in Argyll and Bute

Is now the time to explore ICT
sharing opportunities?



I.C.T. Shared Services

Why consider Shared Services

- McClelland review
 - The public sector should recognise that in the current economic environment a largely standalone and "self-sufficient" operating mode is no longer affordable and should commit to an era of sharing in ICT that will not only offer better value but also still meet the needs of individual organisations and their customers.
- PSN
 - building a secure private network for the public sector
- Scotland's Digital Future
 - maximise the benefits of existing public sector infrastructure



What can we share?

- Local Expertise, local support
- PCs/Laptops/Servers – procurement & deployment
- Network connectivity – high speed & reliable
- Unified Communications – enable remote or flexible working
- Data Centres and/or hosted systems
- Print Services



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The Council's Current Position

- Already sharing ICT Services with ACHA
- Virtual Network separation for ACHA
- First fully deployed Microsoft Lync Unified Communications system in the UK public sector – expandable to other partners
- International Case Study for Microsoft and Clarity Connect
- Award winning Customer Services – low cost, high quality



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The Council's Current Position

- Over 50 highly trained professional ICT staff
- 15 front line/desktop support staff based in: Lochgilphead, Oban, Campbeltown, Dunoon, Helensburgh, Tarbert
- Dual Disaster Recovery enabled data centres within Argyll
- Fully Virtualised Server and SAN environment
- Extensive broadband network connects all towns & points of Council presence



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The Council's Current Position

- Fully functional corporate Print Room – Lochgilphead based
- Full Colour & B&W output
- System generated forms design and output
- Full range of finishing services
- Corporate Reprographics
- Automated enveloping and mailing
- Average same day/next day turnaround



I.C.T. Shared Services

The Customer Experience

- Annual Benchmarking & Customer Satisfaction Surveys
- High Customer Satisfaction levels - 5.25/7
- Satisfaction Matrix – 3rd highest in Scotland
 - Above average in all 20 measures
- 2nd least expensive LA ICT service in Scotland
- Fully integrated customer Service Desk
- “Time to fix” – average 3.2 hours



I.C.T. Shared Services Professionalism

- Adopted ITIL Service Management Best Practice Framework
- Prince2 project management – formal board structure for all major projects
- Full training programme for all staff
- Certified Specialist Training (Microsoft, Cisco, ITIL, Prince2)



Who can benefit?

- All community planning partners
- Public Sector organisations employing staff in and around Argyll & Bute
- Home and mobile workers
- All of our customers and clients



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