



Subject:	ICT Infrastructure Relocation
Date:	16 th February 2018
Reporting Officer:	Ronan Cregan, Deputy Chief Executive and Director of Finance and Resources
Contact Officer:	Paul Gribben, Head of Digital Services

Restricted Reports	
Is this report restricted?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, when will the report become unrestricted?	
After Committee Decision	<input type="checkbox"/>
After Council Decision	<input type="checkbox"/>
Some time in the future	<input type="checkbox"/>
Never	<input type="checkbox"/>

Call-in	
Is the decision eligible for Call-in?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

1.0	Purpose of Report or Summary of Main Issues
1.1	Gloucester Street has been the primary location for all of the Council's core ICT services. These services will now be relocated to 9 Adelaide to allow Gloucester Street to be fully vacated. This paper outlines the plans, outline timescales, business impact and the complexities of this once in a lifetime task.
1.2	One of the key objectives is to reduce the risks around organisational disruption and to ensure contingency is built in should there be any issues during any stage of the move. Given the significance of the risks relating to the relocation, AGRS has been working with Digital Services around the risk assessment process from planning stage through to post move arrangements.

2.0	Recommendation
2.1	<p>The Committee is requested to note the contents of the report and the appendix.</p> <p><i>*Dates are subject the availability of all 3rd Party specialists required to complete the move of our core infrastructure services.</i></p>
3.0	Main Report
3.1	<p>The complexity and interdependencies of the ICT services and third party suppliers involved in the move from Gloucester Street must not be underestimated due to the many interrelated and complex components responsible for ensuring we have secure access to electronic information and ICT services.</p>
3.2	<p>A summary of the critical ICT Services located at Gloucester Street is outlined in Appendix 1.</p> <p><u>Business Impact</u></p> <p>3.3 The planned date for the move of the Server and Storage environment is 23rd February 2018. This will involve shutting down the entire ICT estate which will mean almost all ICT services will be unavailable from a Friday evening at 19:00 to Sunday 17:00.</p> <p>There will be no access to:</p> <ul style="list-style-type: none"> • BCC website – A holding page will be displayed • All back office and line of business systems • File shares and My documents • VPN services <p>Access to all of the features of Office 365 will continue including:</p> <ul style="list-style-type: none"> • Email – Exchange Online • Calendar • OneNote • SharePoint Online – Interlink • Skype for Business <p>3.4 Given this is a once-in-a-lifetime task, Digital Services are working with external infrastructure specialists SCC to plan for the move. SCC has successfully completed similar infrastructure migrations for other large organisations and our recommendations are based on the advice that they have provided. The schedule for the Server and Storage move is as follows:</p>

	<p><u>Day 1 - Friday – 19:00</u></p> <ul style="list-style-type: none"> • Shut down server and storage components at 19:00, • A one-time shutdown and restart will be carried out at this point • Physically remove server and storage components and associated peripherals in rack ready for transportation company • As kit is removed transportation company will package in flight cases • Recouple rack ready for transportation • Transport all kit to 9 Adelaide <p><u>Day 2 – Saturday</u></p> <ul style="list-style-type: none"> • Install rack and secure in location • Re-commission server and storage components • Power on and test • Reconfigure with no connections to legacy environment • Start sync and testing <p><u>Day 3 – Sunday</u></p> <ul style="list-style-type: none"> • Perform advanced server and storage testing • Setup Adaptive Optimisation • Perform VMware and Veeam replication testing <p>ICT services will begin to come back online from Sunday 17:00.</p> <p><u>Financial and Resource Implications</u></p> <p>3.5 Digital Services has procured specialist services to assist with the move. These include:</p> <ul style="list-style-type: none"> • SCC – Infrastructure specialists - £15,000 • Cyphra – Security specialists – £5,000 • Delivery Services – Specialist transportation - £5,000 <p>The majority of infrastructure to be installed, has already been approved through ICT governance arrangements and is included in Digital Services revenue or capital budgets.</p> <p><u>Equality or Good Relations Implications</u></p> <p>3.6 None</p>
4.0	Document Attached
	Summary of the critical ICT Services located at Gloucester Street