CAPITA

Southwark Council

Transforming the way we work

Find out more about our Modernise IT improvement programme >>>

MODERNISE
The way we work
Southwark IT services

Southwark Council

Introducing our Modernise IT programme

Key information for Council Members

Southwark Council is transforming the way in which it works, to not only enhance the quality of our services, but also achieve greater value for money.

To enable this, the council is transforming its entire IT provision for all staff. This year long programme is called Modernise IT.

This small pack aims to provide you with an overview of the programme and the anticipated benefits that it will bring to Southwark, our staff and citizens.

More information about the Modernise IT programme

Southwark Council is investing in its core IT infrastructure to ensure that we have IT that is fit for purpose and supports efficient and flexible ways of working.

The IT transformation programme delivers new, eco-friendly desktops, laptops and mobile phones, whilst also refreshing our core storage, network connectivity and hosting infrastructure which better support our IT services across the Council.

It is important to note that our IT infrastructure today is complex with legacy systems that are being strained. This is challenging for us all. The Modernise IT programme seeks to resolve our IT issues, but our focus is twofold. One is to tactically improve existing IT to reduce issues that we experience today, and two, is to push full steam ahead with our complete IT transformation programme. Successfully balancing the demands of IT today and into the future is our objective.

Southwark Council is working in Partnership with Capita to transform our IT through to 2017. Together, we have a dedicated team, committed to delivering real benefits to the Council.

What is the timeline for new IT?

Modernise IT is now well underway and will complete in December 2014. Despite some challenges with our existing IT, we have made some significant, positive steps forward.

Below is a timeline for our key milestones in the programme. The timeline shows key new services such as:

New eco-friendly monitors: we've now successfully rolled out over 3,400.

New desktop computers: over 1,900 are now live and being actively used.

New laptops: over 300 new laptops will be replaced.

Mobile refresh: by switching to O2, we're improving our reception and reducing costs.

Central storage: a new solution that will improve data access and collaboration.

New world: we're upgrading all key productivity tools, including Office 2010, Citrix and Windows 7.

Benefits of Modernising our IT

Once completed, the Modernise IT improvement programme will enable:

- Greater productivity with faster log-in times on desktops (and laptops)
- Improved access to key information and data across the council
- A faster, more reliable internet connection that better enables remote and mobile working
- Staff to work more flexibly from any location
- Significant improvements to our mobile telephony service and significant cost reduction
- Bring Your Own Device using secure Citrix connectivity

With Capita, we have a dedicated IT transformation team, focused on delivering improvements to our IT, whilst also achieving significant savings.

IT for Council Members

We welcome you to Southwark Council. As a member of our council, we have a suite of IT services ready to support you and enable you to easily access everything you need.

All council members will receive the following IT equipment:

A new Blackberry

The device will have both mobile telephone capability and access to receive and to send e-mail from their council account.

The blackberry device enables access to the 'RSASecurID' software to enable secure remote access from personal computers to systems on the council network.

Telephone contact numbers

- All elected members will have an allocated "0207 525" telephone number.
- This number is available to them within council offices to make and to receive calls.
- This number will normally become the published public contact number for each elected member.
- Incoming calls can be diverted to Blackberries or any mobile or land line.

Personal computing, network and broadband connectivity, desktops, printers and other devices (IPads etc)

- Elected members are provided with a user name and password to enable access to council systems through Citrix terminals (our remote desktop service).
- Citrix terminals are available in all council administrative offices to which elected members have access as set out in the Member-Officer Protocol.
- Elected members' home computers and other devices (ie IPads) can be configured as Citrix terminals. Instructions for downloading Citrix free of charge to home computers and other devices will be provided to members.

IT support desk for Members

If you have any IT issues, please contact our Capita service desk (Tel. 020 7525 7500) where a member of our team will help you.

Opening hours are Monday – Friday: 08.00 – 20.00

Your IT induction

During the Members induction events we will have members of our IT team present to help you with your IT.

Come and visit the Capita team at any time during the welcome sessions. **They will be held at 160 Tooley Street in G01ABC.**

Welcome Session	Time
Tuesday 27 May	6pm to 8.30pm
Wednesday 28 May	9.30am to 12pm
Wednesday 28 May	6pm to 8.30pm
Thursday 29 May	9:30am to 12pm

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