

## ICT Strategy Glossary of Terms

### Agile Working

The ability for staff to work remotely.

### Citrix Environment

Citrix is an environment that provides a virtual desktop where all the software runs on servers in the data centre and users access via a client. This allows access to corporate applications via any hardware that has an internet connection.

### Endpoint Protection

An endpoint is any device that is potentially connected to the corporate network. Endpoint protection is the anti-virus and encryption that is installed on that device.

### Gov Notify

Gov Notify is a service for public sector built by the Government Digital that provides a text message and email service.

### HDX Solution

HDX RealTime media engine is a plug-in to the Citrix receiver to support clear, crisp high-definition audio calls.

### Hybrid Mail

Hybrid mail is a solution whereby an external company print, envelope and post outbound mail.

### i-Gel

An iGel is a make of Thin Client device that is used to connect to the corporate Citrix environment. It runs a Linux operating system.

### Low Code Solution

An environment allowing the development of applications with minimal hard-coding.

### Master Data Management (MDM)

Collects data from many source databases and uses algorithms to establish the best view of the data from the many different sources. We are currently using it for customer and address data.

## Netcall Liberty Converse

Liberty Converse is an omnichannel contact centre solution that allows Customer Service Officers to manage calls and emails based on their skills.

## PSN

Public Sector Network. Used as a safe environment to transfer data amongst accredited bodies. There is a rigorous annual accreditation process. Mostly now used for access to DWP systems by Benefits and Elections teams.

## Raspberry pi

Small low cost computer that was originally developed for teaching programming but has expanded far beyond this because of its low cost. We are trying one out as a possible replacement for the iGels.

## Sharepoint 365

Sharepoint 365 is the cloud hosted version Office 365 version of Sharepoint that is used for document management and collaboration.

## Thin Client Technology

A Thin Client is a simple computer that has been optimized to establish a remote connection with the corporate server in a server room. It does not require the same management and software patching that a desktop does as the software is not installed on each desktop.

## VMware

VMware is a server virtualisation technology that allows you to have a few physical servers running many virtual servers. This allows maximisation of physical server resource (CPU, memory, disk space). Waverley has six physical servers supporting 80 virtual servers.

## The numbers/roles of ICT staff required to fulfil the Strategy

Our Team of 18.5 full time equivalents will collectively deliver the Strategy along also with staff in the service departments

## A breakdown of the £1.2m overall cost of ICT

Annually we spend upwards of £600k on revenue funded systems and applications. The annual capital expenditure varies but is often between £100-200k. The balance is spent on staff salaries.

## An example of the savings provided by Low Code App/s

Whitespace – MOP for missed bins & check my bin day     £10k per year

Civica Contact manager - £5k per year

Check my Rent account - £11k per year

Firmstep Forms - £9k per year

## Explanation of the disaster recovery process

We currently use Veeam to backup our systems and these backups are stored by CT cloud. We can recover from these backups at anytime if it is a single database or server issue.

If we lost The Burys site, we would bring up the site at The Memorial Hall that will provide a reduced Citrix environment with critical applications. Email and Sharepoint are cloud hosted in Office 365 and would not be impacted by the loss of The Burys site. BACS payment system is also remotely hosted allowing payment runs to be initiated remotely.

## What services do the National Security Centre provide

The National Cyber Security Centre provide several services to Public Sector organisations. We have signed up to the following: Early Warning service, Protected Domain Name service, Webcheck and Mailcheck.

## How will Low Code provide a single customer account

The Liberty Create solution comes with a citizen hub that we are going to use to deliver a single customer account.

## How will we improve the technology skill of our workforce

Our IT trainer currently has training sessions with each new starter to train them on the basics of our systems. This also allows him to assess the ongoing training needs. We had proposed a basic IT skills test on interview, but this was not implemented.

## What is the time scale for being able to switch off costly third-party systems

Phased approach during 2021-2023

How will our declaration on Climate Change influence our decisions

This will come into play each time enter a new procurement

What do we mean by "join up across the public sector"

With Netcall Liberty we have the opportunity to share developments and resources.

Questions about Laptops versus Tablets

What device is appropriate for each use case

How would we use zero cost text messaging service

We are planning to use the Gov Notify text messaging service in conjunction with our Liberty  
Create systems for example bin reminders, fly tip confirmation of completion.

What are the gaps that have been identified re: understanding and using data

The GDPR project highlighted some lack of ownership in data/information within the authority. We have identified a role for an Information Manager.

What is the Training Officer's role

The training officer runs a session with all new starters to ensure they know how to use the fundamental elements of our environment. The training officer runs training on all the Microsoft Office software, our mapping system and has involvement in launches of new software to produce training media.