

# Schools ICT Service Review

**Presentation by Andrew Gee, Head of IS Service Delivery**

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# Barnet Schools ICT Service

- End to End review of the ICT Service
- Thank you to all those that took part, your feedback matters
- Findings fall into the following areas:
  - Stability & Performance issues of the core applications (RM)
  - Applications suitability for today's needs
  - Ease to do business with

## Focus Areas contd.

- Applications suitability for today's needs
  - IS will be looking strategically with you at the current applications and functionality
  - Benefits
    - Offer a broader range of applications in addition to current core (RM) applications
    - Offer alternatives to the core applications

# Focus Areas

- Stability & Performance issues of the core applications
- RM hosting environment to move from Manorside to RM
  - Benefits
    - Improved performance during peak times e.g. census time
    - Improved resilience and future cost reduction
    - Applications & hosting with the vendor = One throat to choke !

## Focus Areas contd.

- Ease to do business with
  - What's clear is we need to make it easier for you !*
- *Some findings need to wait for the IS Outsource, others we need to do now...*
- *We have communication and process gaps to address*
  - Ensuring you have a choose in the way you log tickets
  - You have a ticket number for tracking and escalation
  - The helpdesk number will be answered
  - The appropriate level of information on your request will be available
  - Service static's will be available to you
- *In short there will be more transparency and accountability*
  - *What do you think?*