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Successful Implementation of a BSF Managed Service

Adam Lord – Ramesys, Partnership Director

Terry Lomas – Manchester City Council, Head of ICT
BSF



- What is the Ramesys Managed Service

Manchester and Wright Robinson College Case study

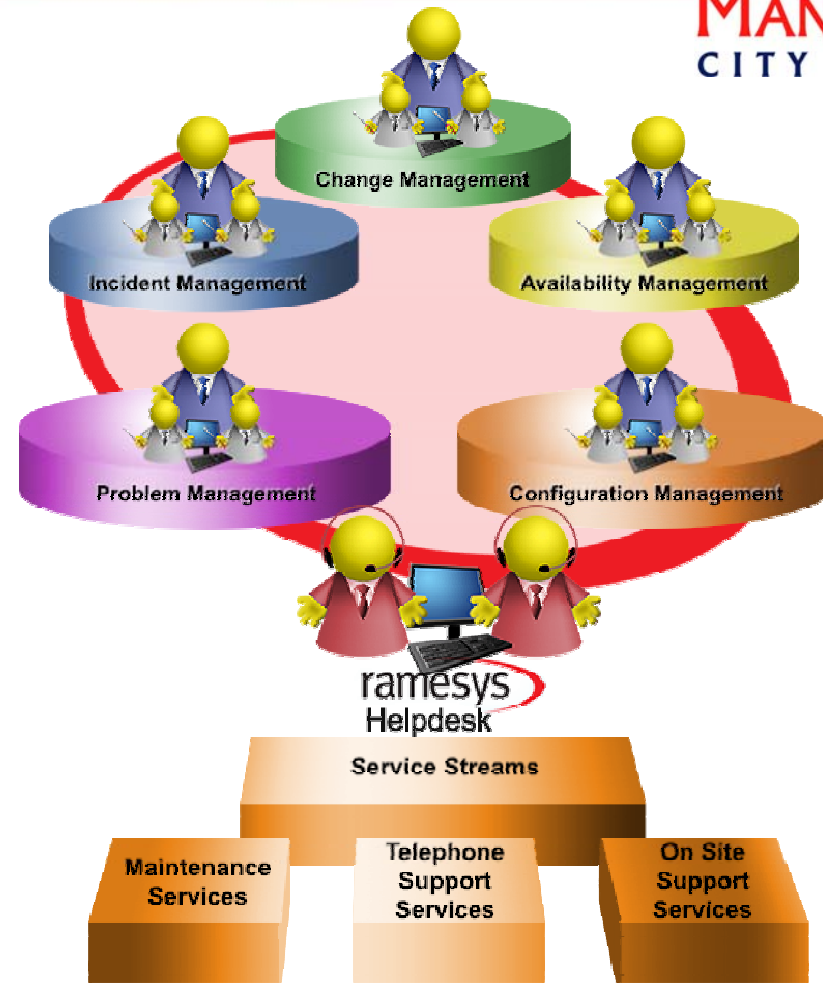
- External Factors
- Lessons Learnt
- The Reality and Moving forward



- Continuous Transformation
- Procurement
 - Online Catalogue
 - Continuous availability of solution specialists
- Financial Management
 - BSF budget calculator
- Partnerships and supply chain management
- Service Desk
 - Modelled to allow Hot Passing of calls both in to and out of the Service Desk
- Advanced Support Services
 - Preventative Maintenance, Network Monitoring, Availability Management, Service Continuity
- Hardware Maintenance Services
 - Fast Business Fix
- On-Site Services
 - Fast Response
 - Hot Swap to provide immediate Business Fix
- Service Management
 - Change, Release Management and Service Level Management (SLA,OLA)

- **Support Methodology**

- Based on ITIL / FITS
- Microsoft MOF
- Industry Standard Solutions





Challenges

- Teachers have limited access to telephones
- Teachers work before and after school
- Limited local technical support (teachers should be teaching)
- Teachers need more support around key periods in the year
- Teachers should require fast fixes so lessons are not interrupted

Solution

- On-Site Support – Local Engagement
- Extended support hours (7am – 6pm) Out of hours call logging
- Instant access to engineers, not telephone agents
- Critical date cover (exam results, tests, etc)
- Increased capacity for high-demand periods (start of each term)
- Maximise Service Desk staff at key times (lunchtime, after school, etc)
- Additional assistance for the start of each new academic year (100s of new users, etc)
- On-line access to support call information including the ability for the user to update the call



- Contract awarded for Wave 1
 - 18 Schools
 - 13 New or refurbished Campus
 - Central Server Farm, Commissioning complete in June 2007
 - 1st School on the Managed service in September 2007 (Wright Robinson College)
 - PFI construction programme with BSF ICT
 - 1800 pupils, year 7 to 11
 - 500+ Wintel devices
 - 100+ Apple devices
 - 2000 email, Portal and MLE accounts
 - 2 Schools in the Managed service by the end of January
 - 5 Schools in the Managed service by the end of 2008





- PFI programme
 - Lack of engagement at design phase
 - Infrastructure Standards derived prior to MSP selected
- Transformation late start
- Delayed construction programme
 - September New building opening date not impacted
 - 6 week ICT implementation phase reduced to 4 weeks
 - ICT implemented into a building site
 - Reduced capability to deploy
 - Lack of constant power
 - Threat from the site environment on ICT equipment
 - Dust etc...
 - Ramesys and partners unable to work and move freely with the site

A Successful project?



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- School opened on time in September 2007
- Multimedia capability in all rooms
- Increased ICT capability across all faculties
- All teaching staff trained on new systems prior to go live

Headteacher, Neville Beischer, said: "The new school has been open for nearly a week now, and it has made the pupils more dedicated to their work I have noticed. They are also extremely respectful to the building and they have been helpful with the move, we're all incredibly excited. It has been a fantastic experience and it is a mutual experience between both pupils and staff, we have all been helping each other."

The Managed service is however the true test,
4 months in what do we know??



- Commit to and attend engagement meetings
- Appoint a School ICT Champion to co-ordinate and communicate with MSP and Authority and back to the school
 - Align organisations and all contacts from MSP and School team
- Think about what you want and retain ownership of within the whole process
- Start the collection of legacy software, licences and data for migration as soon as possible
- Plan early for the effective movement of data from existing into new environment
- Be flexible in attending training and familiarisation sessions
- MIS system is key for integration, ensure you spend the time checking system data is correct prior to migration
- Begin ICT technician training



- Flexibility can be essential but be aware it can come at a cost
 - Testing was moved into Post service commencement to ensure service commencement date didn't move
 - 2 weeks of programme testing impacted ability to diagnose incidents 3 months into Managed service
 - MSP worked flexibly and pragmatically but it was not always possible to see the true state of implementation at any given time.
- MSP roles became blurred as deadlines approached
- Key school staff needed to be available for decision making and local issue resolution
 - Daily meetings at this stage are required
- Critical to remain on plan
 - Project tasks moved into Managed service phase contributed to customer dissatisfaction
 - Decisions made by School leadership team are not always embraced by school teaching staff
- Top-up system training important to refresh prior to Managed service
 - Reduces the volume of incidents



- School needs to sign-off that conditions for commencement of managed service have been met
- Record all incidents/requests on the MSP Help Desk from start of managed service
- Ensure you have the ability for the service desk to communicate with teachers
- MSP should keep the school fully informed on progress of:
 - Issues,
 - Incidents,
 - On-site Resources,
- Initial School 'High' with the Managed Service.....



.....Reality kicks-in

Potential School dissatisfaction with;

- Level of Service
- Resource requests
- Control of Service requests
 - Use the service desk not personal relationships
- Value for Money:
 - Catalogue
 - Cost of Managed Service
- Lack of understanding of process and methodology



- Both sides will experience frustration with one another
- Continue to allocate time and investment into a continuous transformational process
- Need to work together if the relationship is to succeed – MSP, School and LA
 - Relationship and as a result the service will improve as you move forward
 - Schools will become more experienced and demanding as IT becomes more critical to the successful delivery of the curriculum – Grow together
- Work to resolve issues and escalate as appropriate
- Engage with MSP to make best use of the remaining School Choice spend
- Increased awareness of process and methodologies
 - MSP understand well, ITIL and similar methodologies that are proven to increase the impact and benefits of IT
- Increased class room communication options
 - Telephones, MS Office live communication server, email
- Don't view it as a five year partnership

What next?



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