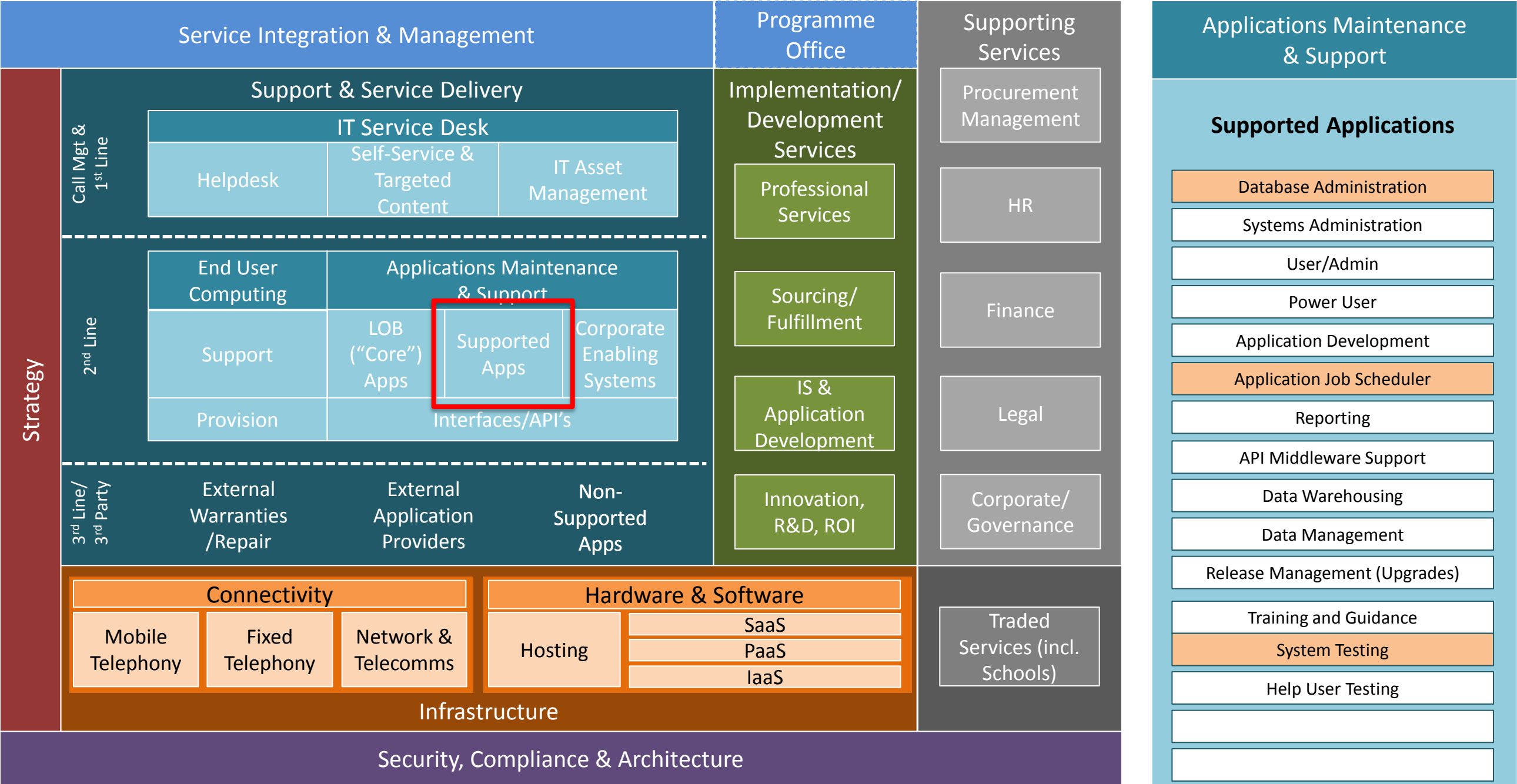


Overview of Function – Line-of-Business ("Core") Applications (LOB)

Key Line of Business Applications supported by IS service, providing 1st, 2nd and 3rd line support. This encompasses support for upgrades, fault resolution.

Please see the LOB matrix for full details: <http://dcc-otcs/otcs/llisapi.dll/open/40913787>

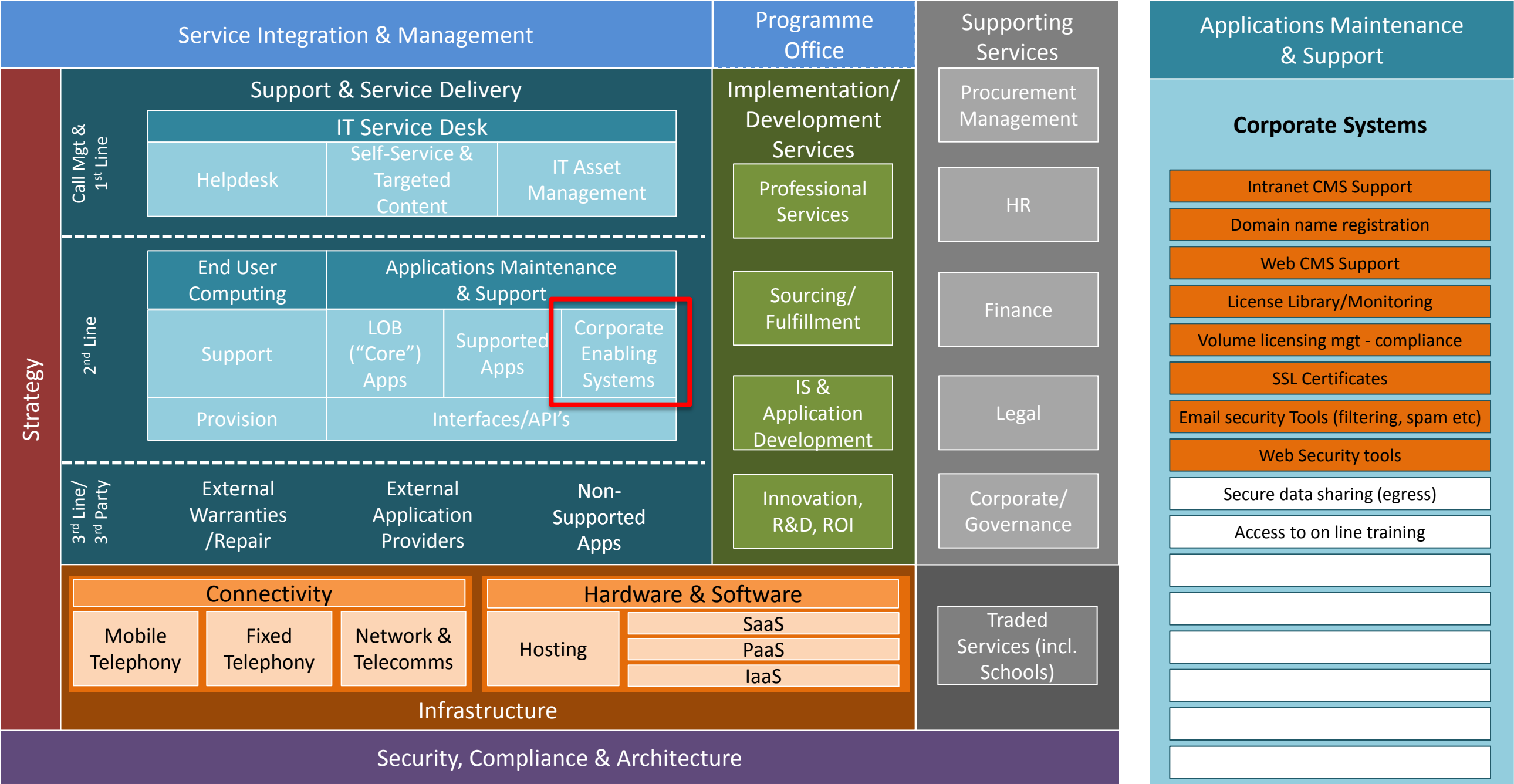
SOURCING STRATEGY: INTERNALLY PROVIDED BY DCC WITH PROCUREMENT OF RELEVANT 3RD PARTY APPLICATIONS AND SUPPORT AS REQUIRED



Overview of Function – Supported Applications

Second tier Line of Business Applications supported by IS service, providing 1st, 2nd and 3rd line support. This encompasses support for upgrades, fault resolution.

Please see the LOB matrix for full details: <http://dcc-otcs/otcs/llisapi.dll/open/40913787>
SOURCING STRATEGY: INTERNALLY PROVIDED BY DCC WITH PROCUREMENT OF RELEVANT 3RD PARTY APPLICATIONS AND SUPPORT AS REQUIRED



Overview of Function – Corporate Enabling Systems

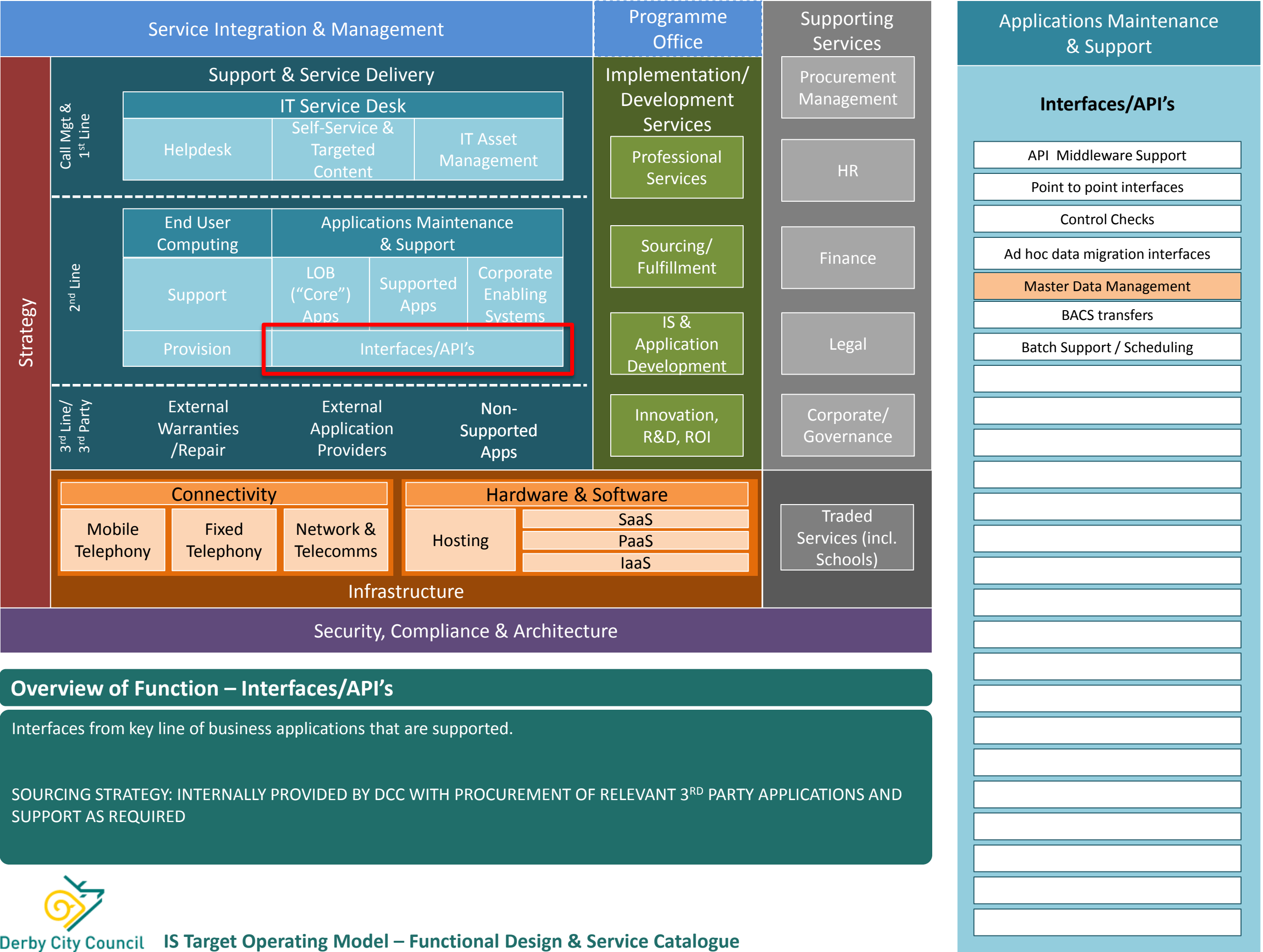
To support the Corporate Systems (those used by all users in the Council) encompassing the web site and Microsoft products (Word, Excel, E-mail).

Please see the LOB matrix for full details: <http://dcc-otcs/otcs/llisapi.dll/open/40913787>

SOURCING STRATEGY: INTERNALLY PROVIDED BY DCC WITH PROCUREMENT OF RELEVANT 3RD PARTY APPLICATIONS AND SUPPORT AS REQUIRED

 Derby City Council

IS Target Operating Model – Functional Design & Service Catalogue



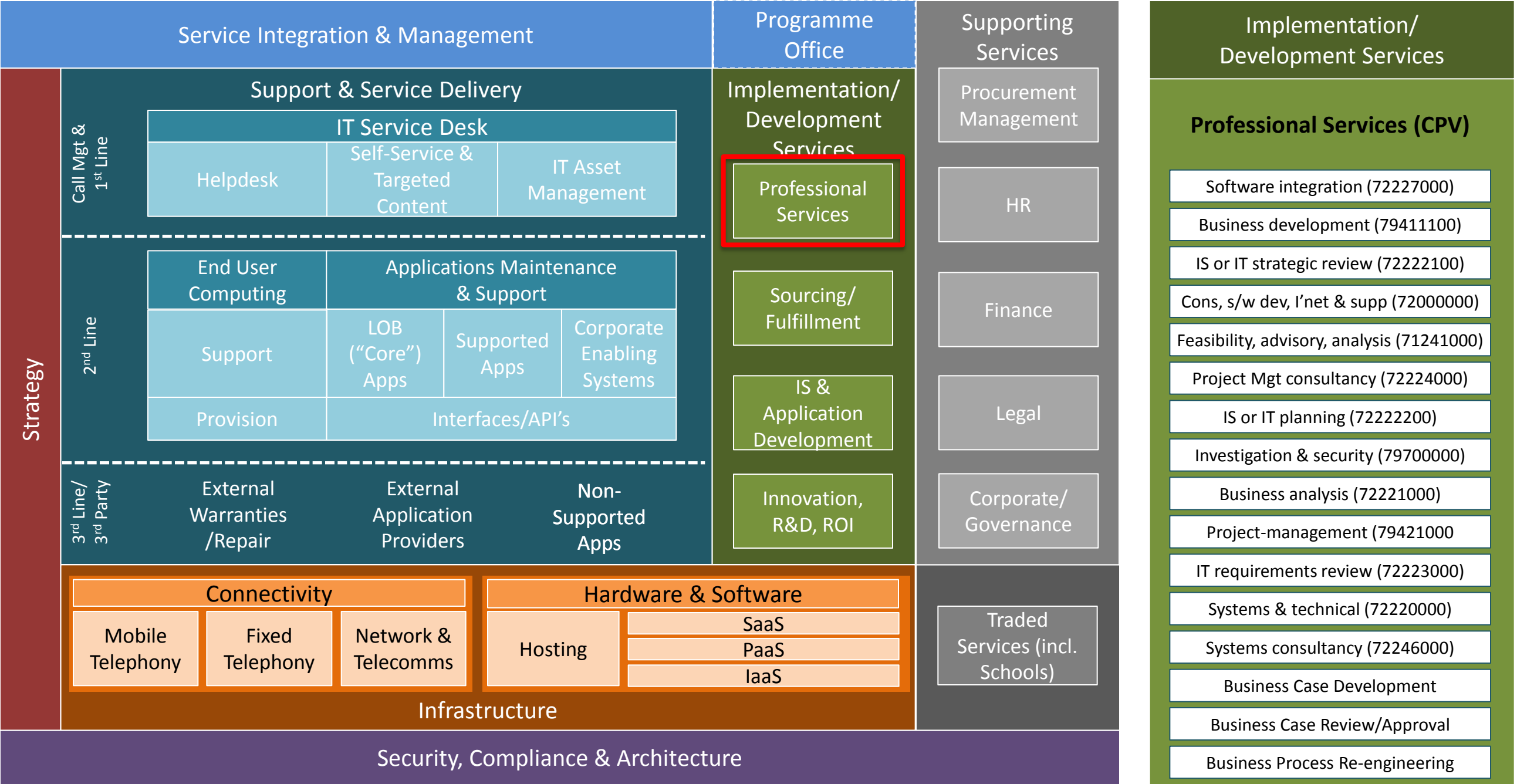
Overview of Function – Interfaces/API's

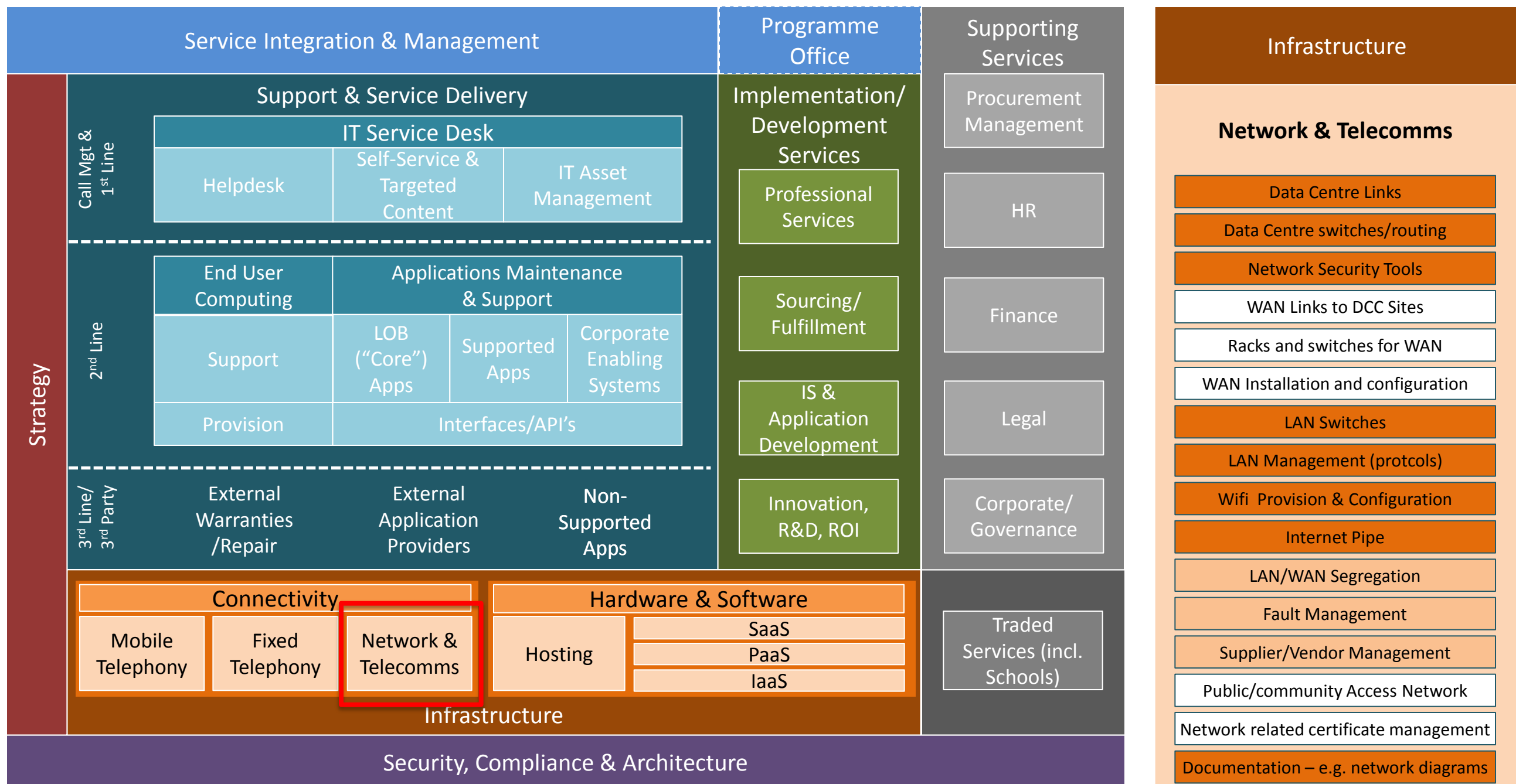
Interfaces from key line of business applications that are supported.

SOURCING STRATEGY: INTERNALLY PROVIDED BY DCC WITH PROCUREMENT OF RELEVANT 3RD PARTY APPLICATIONS AND SUPPORT AS REQUIRED

 Derby City Council

IS Target Operating Model – Functional Design & Service Catalogue



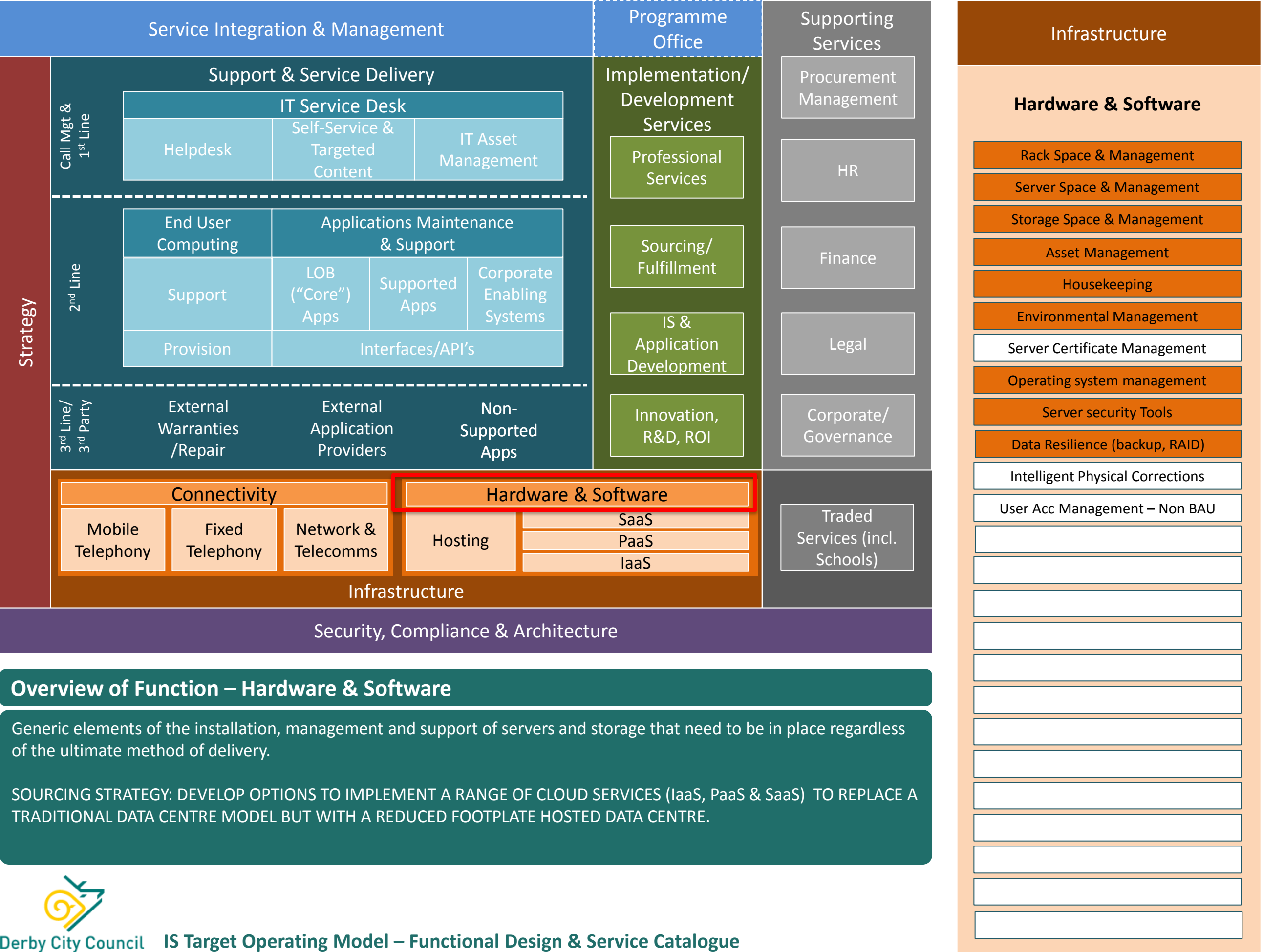


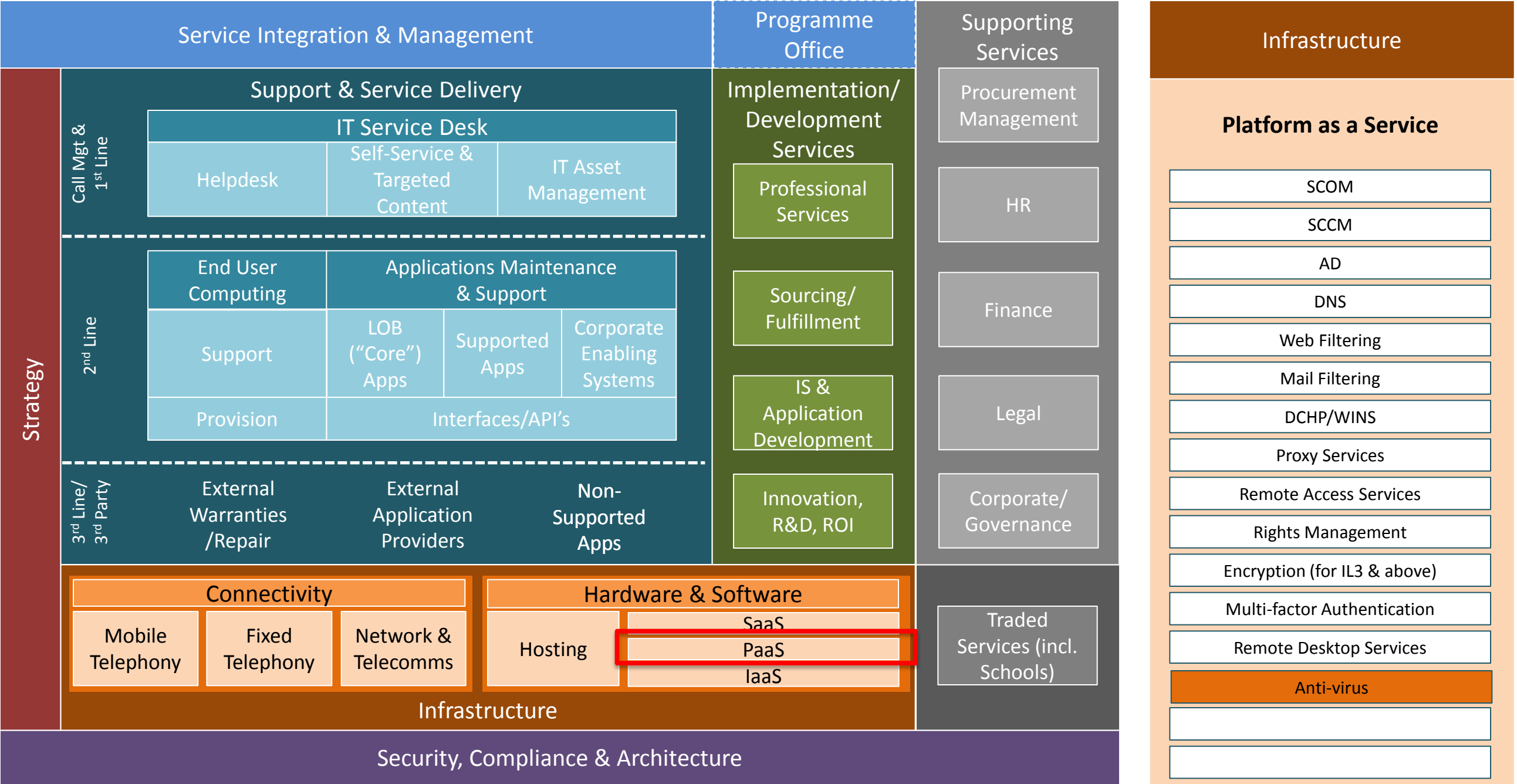
Overview of Function – Network & Telecommunications

Overview of Function – Provision, configuration and management of different assured network services to data centre, across the WAN, in LAN's and with wifi and segregated networks. Internet service provision (inc Azure Virtual Networking) Performance managed to provide a resilient consistent service, monitored to business demand and prevention of failures.

SOURCING STRATEGY: TO SOURCE THROUGH A FRAMEWORK CONTRACT OR OTHER PUBLIC SECTOR VEHICLE POTENTIALLY AS PART OF A MULTI LOT PROCESS WITH OTHER ASPECTS OF TELEPHONY AND NETWORK SERVICES

- Data Centre Links
- Data Centre switches/routing
- Network Security Tools
- WAN Links to DCC Sites
- Racks and switches for WAN
- WAN Installation and configuration
- LAN Switches
- LAN Management (protocols)
- Wifi Provision & Configuration
- Internet Pipe
- LAN/WAN Segregation
- Fault Management
- Supplier/Vendor Management
- Public/community Access Network
- Network related certificate management
- Documentation – e.g. network diagrams
- Desktop network infrastructure
- VPN
- Remote location connectivity
- Capacity planning & monitoring
- Availability, health & usage reporting
- DC services
- Firewall and gateway access
- Active Network Infrastructure
- PSTN, ISDN, SIP gateway services

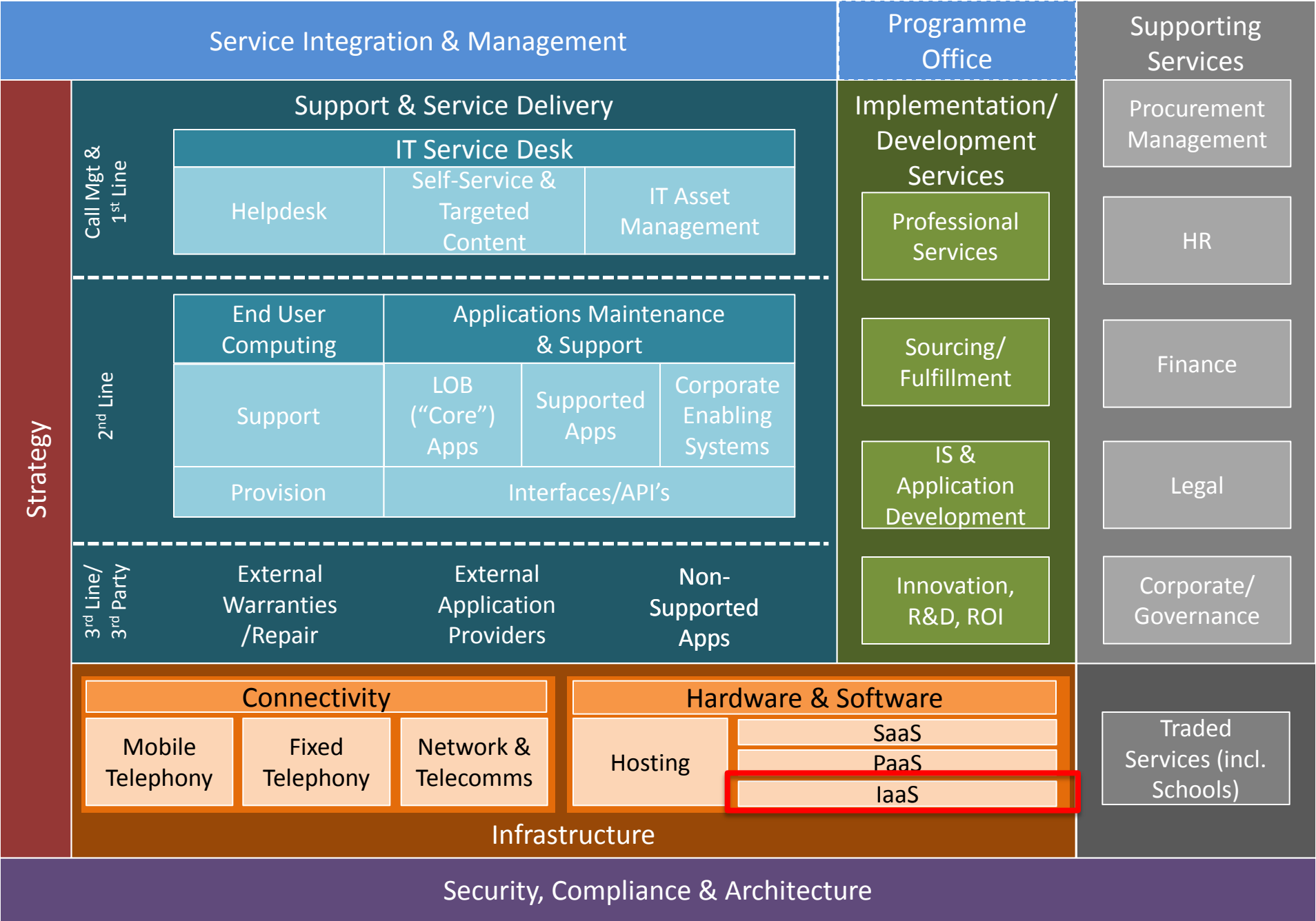




Overview of Function – Platform as a Service (PaaS)

As per IaaS with the addition of software assets that provide the basis for business system function and delivery.

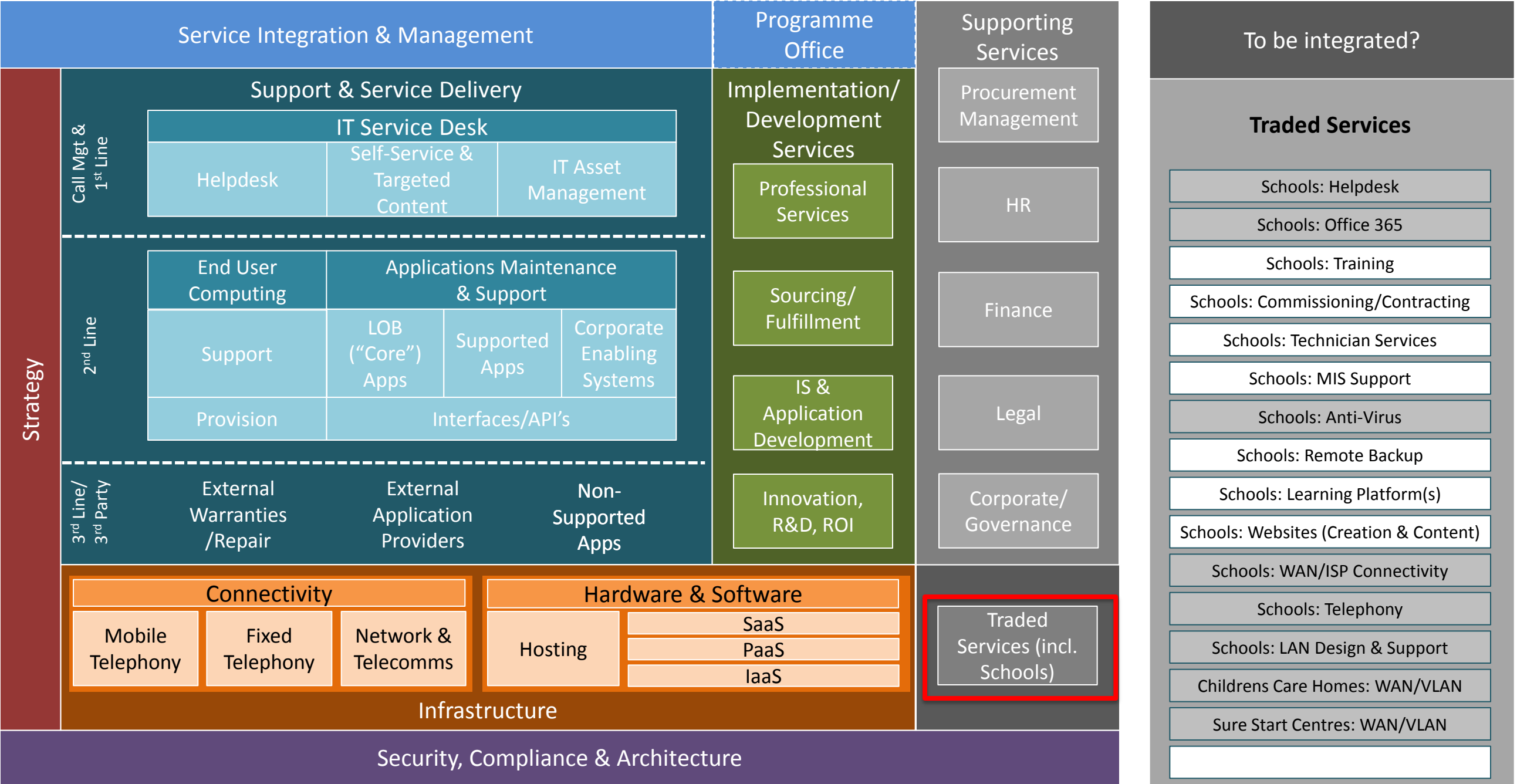
SOURCING STRATEGY: DEVELOP OPTIONS TO IMPLEMENT A RANGE OF CLOUD SERVICES (IaaS, PaaS & SaaS) TO REPLACE A TRADITIONAL DATA CENTRE MODEL BUT WITH A REDUCED FOOTPLATE HOSTED DATA CENTRE.



Overview of Function – Infrastructure as a Service (IaaS)

Provision of racking, storage, servers in an appropriate managed facility where hardware is consumed on a utility basis. In future will be IaaS services where it is not viable or not affordable to achieve PaaS or SaaS solutions. To include bridge operations to managed the facility and preventing against hardware failure (hardware health).

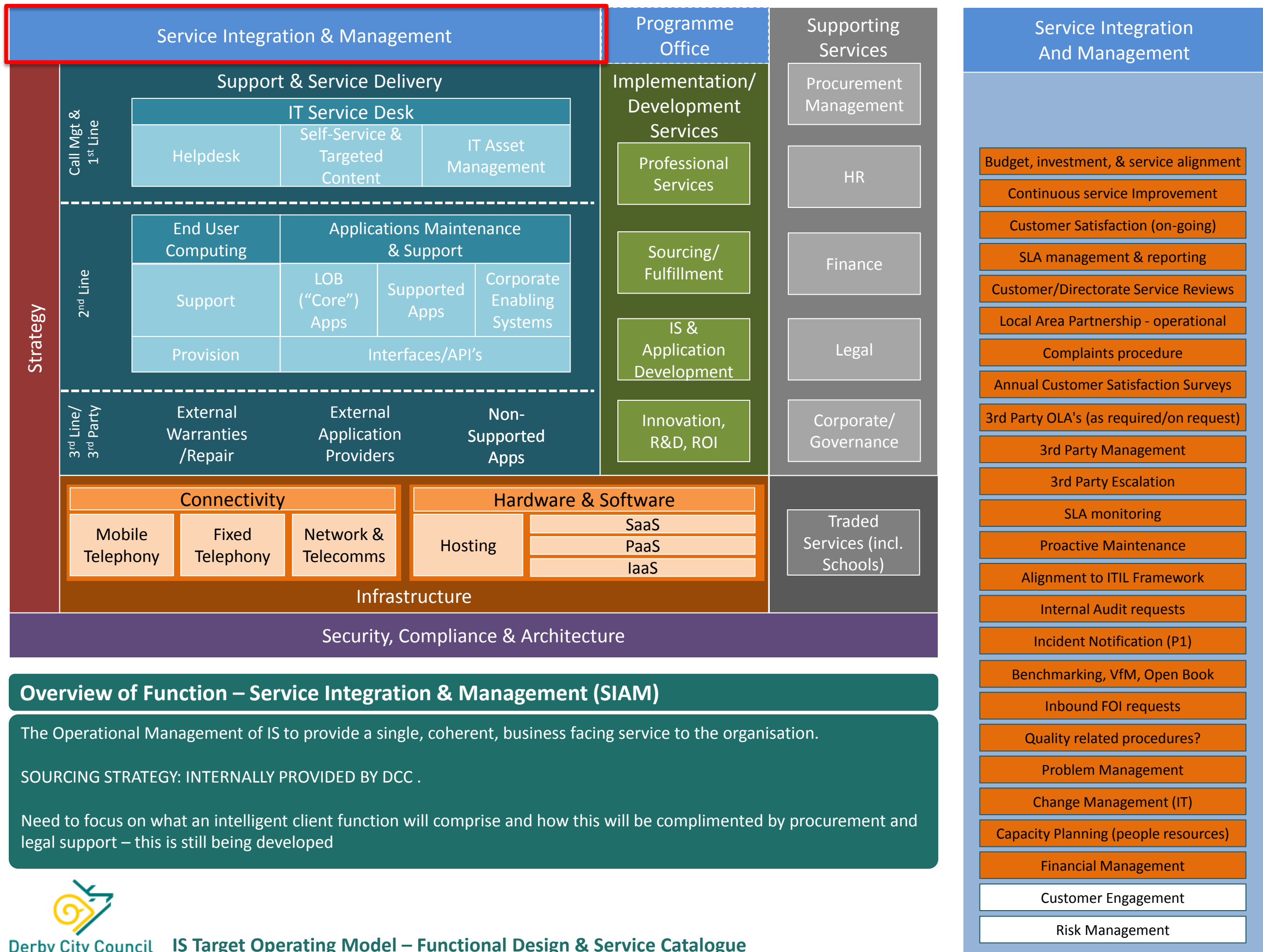
SOURCING STRATEGY: DEVELOP OPTIONS TO IMPLEMENT A RANGE OF CLOUD SERVICES (IaaS, PaaS & SaaS) TO REPLACE A TRADITIONAL DATA CENTRE MODEL BUT WITH A REDUCED FOOTPLATE HOSTED DATA CENTRE.

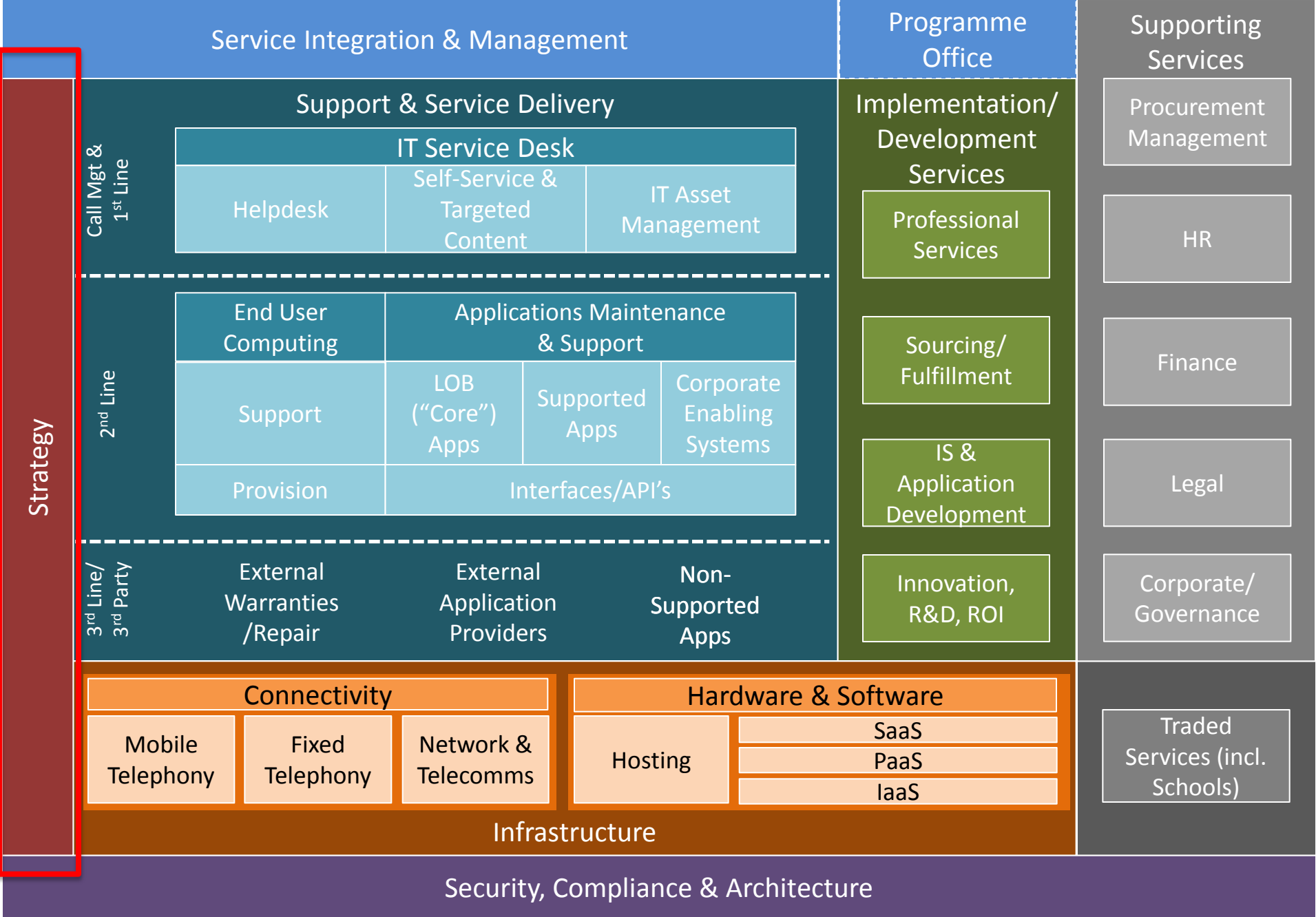


Overview of Function – Traded Services

Services delivered in a traded model to partners of Derby CC including Schools, The Derby Homes ALMO and Derby Museums Trust. Where possible these adopt the TOM approach and are managed for each customer group. Only additional services are described here.

SOURCING STRATEGY: IS TO USE PROCUREMENT FRAMEWORKS THAT CAN REDUCE COSTS BASED ON STATUS OF CUSTOMERS (EG ACAMEDIC LICENSING SCHOOLS, CHARITY STATUS ETC)



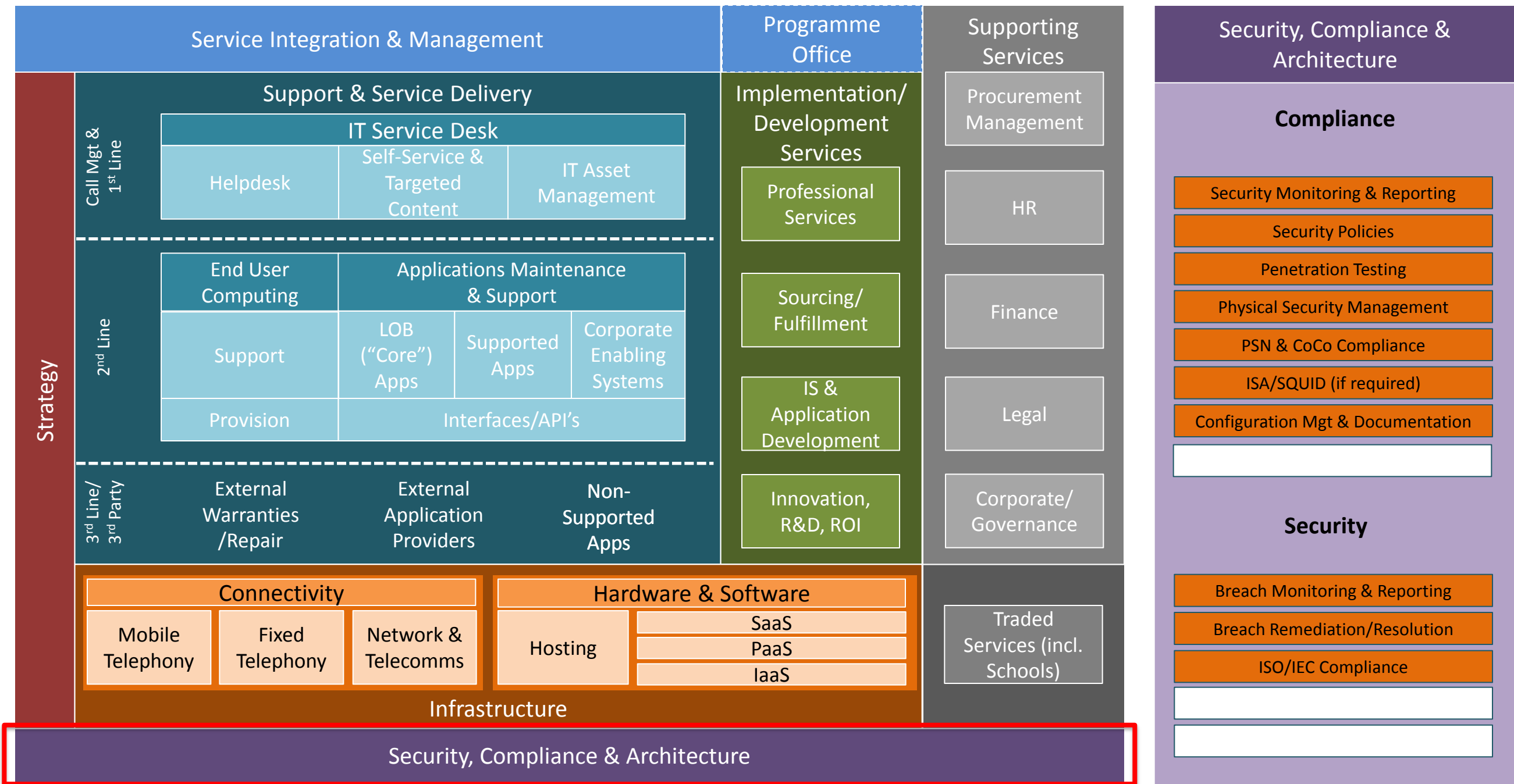


Strategy
Service Management for IT Services
Strategy to Serve Customers
Implementation of Strategy
Service Portfolio Management
Financial Management for IT Services
Demand Management
Business Relationship Management
Service Improvement Plan
Stakeholder Management
Continual Service Improvement
IT Governance Policies
Strategy for SIAM
Strategy for Service Delivery
Strategy for Infrastructure
Strategy for Security/Compliance
Strategy for Programme
Strategy for Supporting Services

Overview of Function - Strategy

Determines the types of services which should be offered and the appropriate way to provide them.

SOURCING STRATEGY: INTERNALLY PROVIDED BY DCC WITH REFERENCE TO THE MARKET.



Overview of Function – Security, Compliance & Architecture

Architecture – provision of the best and expedient outcome in delivering a business need with technology.
Security – the governance and operation to ensure the integrity and availability of all systems.
Compliance – ensure all external drivers are recognized, acted upon and proven to demonstrate adherence.

SOURCING STRATEGY: INTERNALLY PROVIDED BY DCC WITH REFERENCE TO THE MARKET.