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Version 1.0

Foundation IT

Network Strategy

Delivering Public Services in a Connected World

The network strategy is about connecting people and increasingly devices and sensors across multiple locations and geographies. A distributed and increasingly mobile workforce relies upon an effective network. The Data network provides the infrastructure to access and share electronic information and the Voice networks are used for fixed and mobile telephony services. Where the Datacentre Strategy talks about servers and storage being the heartbeat services, the Network Strategy provides the veins and arteries that connect everything together. Services depend on good connectivity in order to work and it is recognised that is vital for IT to work closely with colleagues to understand the changing needs of services and to develop the network provision to support and enable the changes.

Demand

Business Priorities

Enable

Applications

Supply

Networks

Related Strategies

Datacentre Strategy

Application Strategy

Digital Strategy

Security & Identity Management Strategy

Key Drivers:

- Partnership working

- Mobility

- Security

- Reliability

- Availability

- Accessibility

- Cost Reduction

- Resilience

A Foundation to Digital Partnership Working

Strategic network planning is essential to meet the challenges associated with the initiatives of cloud, mobility and the Internet of Things while maintaining security, availability and reducing costs. Networks are a business critical asset and must be designed for flexibility and expandability in order to support all business applications and digital services.

In a time when we are increasingly delivering services through partnerships and new ways of working, underpinning technologies that connect and enable users to share are essential to the delivery of efficient services. Security and standards will enable interoperability and sharing in compliant ways with partner organisations. The Public Service Network (PSN) is critical providing the means for accessing information and digital services across Central Government and the wider public sector. Similarly, maintaining compliance with the Information Governance (IG) Toolkit will ensure that connectivity with the Health economy can be maintained and extended to support the increasing need for interoperability with NHS partners.

In the digital workplace, cloud services, employee mobility and partnership working set the agenda. Access to the internet and unified communication technologies give users the ability to communicate with ease.   The underlying voice and data networks need to be able to support a consumer like experience in the supply of these services.
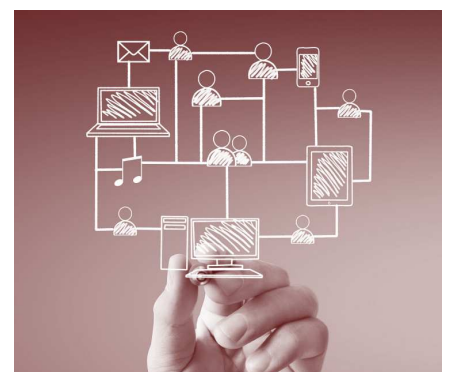
Key Areas of Focus

The network is a critical part of the IT infrastructure, allied closely with the Datacentre Strategy, it is fundamental to the day to day functioning of the Council. It needs to deliver a blend of wired, wireless and remote-access connectivity for users with appropriate layers of adherence to compliance, standards and industry best practice.

The Link Network

The Link cross-sector collaboration, driven by public service organisations, will continue to be exploited. The Council owns the contracts underpinning the Link and has an influential role in the operation and development of this network to support the operational priorities and partnership ambitions of the Council and its partners across Sussex.

WiFi Networks

To enable further mobility, it is a priority to extend wireless network provision to cover all main facilities, and to provide the same full range of permitted services for council users over the wireless network as is provided over the wired network. Guest and public access will be provided with a standard level of Internet service wherever they connect to the wireless network. As Voice Over Internet Protocol (VOIP) and video make an increased demand on the network infrastructure, a focus will be on ensuring adequate bandwidth is provisioned to provide quality of service (QoS) and contention guarantees to priority services.

Converged Telephony Networks

As Smartphone use becomes prevalent, we will retire fixed telephony lines except where it is necessary to keep (for example, emergency corridor phones). Fully featured Unified Communications (UC) will be made available to all staff including full telephony integration and seamless connectivity to third party UC facilities such as video conferencing or telepresence.

The ESCC user of the future should expect to have a powerful, flexible telecommunications device in their pocket allowing them access to not just voice but also video calls, collaboration tools, instant messaging and with the ability to access email, applications and documents without having to power on their PC.

Print Network

The print strategy will be further developed to reduce total cost of ownership, enable staff to work more flexibly and to provide usage metrics that will inform initiatives aimed at reducing the reliance on printing.

Partner Converged Networks

The strategy will drive network interoperability and convergence with partner organisations to enable council staff and partners to work seamlessly across each others' sites.

The Road to 2020

Cost reduction, resilience, mobility and partnership working are the major drivers for this strategy. Full network interoperability and a single identity for staff are the aspiration where possible. Wi-Fi will be made widely available to ease mobility and support service interoperability, particularly relevant to support health integration.

Unified Communications will be embedded and will mean there will no longer be a separation between phone and computer use; use of fixed line telephony will diminish as staff increasingly rely upon rich functionality from a device on the move.

Digital IT will bring new technologies into the enterprise network bringing challenge and change to existing skill sets. The network will need to be able to adapt flexibly to accommodate the fast paced solutions emerging from digital services whilst remaining secure and reliable to protect service assets.