

NORTH LINCOLNSHIRE COUNCIL

POLICY AND FINANCE CABINET MEMBER

EMAIL PLATFORM REPLACEMENT PROJECT

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 To provide a summary update on the outcomes arising from the successful conclusion of the email platform replacement project.

2. BACKGROUND INFORMATION

- 2.1 A decision to replace the council's Lotus Notes email platform was resolved by the Policy and Finance Cabinet Member in March 2015.
- 2.2 This decision recognised the transformation objectives of the council and the associated enabling role of its corporate email platform, specifically:
- Partnership working with Health, NELC and central government, promoting interoperability and integrated working
 - Integration needs with local key business applications such as Carefirst, Efinancials which are underpinned by Microsoft products
 - Increasing importance of integration with mobile devices
 - Need for "agile" enabling products such as Skype for Business, Video, Desktop sharing, Smart Calendaring, Instant messaging etc.
 - Integration with desktop operating system and office productivity tools
 - Integration with MS Active directory (single sign-on benefits)
 - Rationalising our infrastructure and hardware estate to reduce costs, including addressing long-standing technical anomalies and skills pressures associated with maintaining a Lotus platform.
- 2.3 The aim of the project was to migrate all council and schools' email accounts, including historic data and records, to a new Microsoft platform by the end of March 2016.
- 2.4 A procurement was undertaken for the specific technical professional services necessary to deliver the project and manage risk. Phoenix Software Ltd were successful.
- 2.5 Working with Phoenix, the project was fully scoped, designed, solution implemented and tested before migration commenced. A project plan was produced and used to ensure a successful project outcome was delivered using best practice business continuity and risk management principles.

- 2.6 Approximately 3,400 council email accounts were successfully migrated by early February 2016 and around 250 schools email accounts by early March 2016, ensuring that the project was completed in line with the agreed timescales.
- 2.7 The successful migration from Lotus Notes to Microsoft ensured that all existing individual emails (records) in all user email accounts were transferred to the new email account on the Microsoft platform. Although Lotus Notes to Microsoft migrations can be seen as routine, our approach of fully migrating all historic information is not commonplace due to the complexities involved. IT Services undertook this more complex approach to reduce any inconvenience to users and to maintain full access to all historic and legally required information.
- 2.8 To support email users during the transition, a number of training sessions were held, along with FAQs, communication updates and 'Getting Started' guides.
- 2.9 Significant IT resources were utilised, working out of hours and weekends to ensure that a smooth migration was implemented to reduce any disruption to users.
- 2.10 As to be expected when delivering a project of this size, occasional technical difficulties when migrating individual mail boxes were encountered, however these were overcome and managed effectively.
- 2.11 Work is now underway as part of phase two to migrate North East Lincolnshire Council email accounts onto the single email platform as part of the shared services programme. This will be completed by the end of June 2016.

3. OPTIONS FOR CONSIDERATION

- 3.1 Report for information only.

4. ANALYSIS OF OPTIONS

- 4.1 Report for information only

5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)

- 5.1 N/A

6. OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)

- 6.1 N/A

7. **OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED**

7.1 N/A

8. **RECOMMENDATIONS**

8.1 That the successful conclusion of the email platform replacement project is noted.

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Date: 24 March 2016

Background Papers used in the preparation of this report
Cabinet Member Report: March 2015