

AtSpeed Networks Limited

York House, 1 Cotton Road, Nuneaton, Warwickshire, CV11 5TQ
T: +44 (0) 24 76 642 299 F: +44 (0) 24 76 373 025
E: sales@atspeed.biz
W: www.atspeed.biz



Directory Service and Network Operating System Review

The purpose of the review is:

1. To establish a Council wide strategy.
2. To identify the technologies and services which are most likely to affect the delivery of IT solutions over the next five years.
3. To review the current set of IT solutions implemented within the Council and to identify the operational problems associated with the status-quo.
4. To identify the issues which need to be addressed in the development of a strategy.
5. To agree the sub-set of technologies which should be accommodated.
6. To agree which of the current operational problems should be resolved by implementing a new Network Operating System (NOS) strategy.
7. To agree which issues should be examined and specific exclusions from each NOS strategy option.
8. To agree constraints on the number of alternative strategies which will be examined.
9. To propose alternative strategies which address the core objectives.
10. To review and compare the Directory Services offered by the preferred NOS with any other major directory service.
11. To identify the costs associated with each alternative.
12. To recommend and provide justification for a preferred strategy.
13. To recommend appropriate local security settings and desktop configurations
14. To consider the use of encryption on the desktop or notebook via private key
15. To recommend a security policy for the network and data.
16. To provide clear minimum specifications for server hardware and configurations.
17. To consider the requirements of e-Government
18. To consider the best strategy for electronic data storage e.g. comparisons between local storage, network storage file servers, or network storage devices and backup strategies

Typical Components:

Define Project Scope

To agree and document the project scope.

- Develop Scope list for
 - Unix services
 - NT Services
 - Novell Services
 - Web Services
- Define what e-government framework should be implemented
- Define what departments and services are to be included
- Define what departments are to be excluded

- Identify stakeholders
 - Identify and list all stakeholders acceptance criteria
- What are the boundaries for time cost and resources?
- Identify high availability requirements
- Identify the project interfaces with other projects planned or in progress

Define Project Objectives and outline business case.

To define, agree and document the project objectives:

- Gain agreement on project assumptions
- Gain stakeholder consensus and approval
- Define/agree high level objectives and business benefits such as
 - Lower Total Cost of ownership
 - Provide framework for e-government
 - Provide More user uptime
 - Improve Citizen services
- Define and agree technology deliverables for example:
 - Single Corporate Directory service
 - Single point of administration for multiple vendor /department databases
 - Single NOS or Single point of Administration
 - Corporate wide email
 - Documented Disaster Recovery procedures
 - Automated Software Deployment
 - Automated S/W H/W inventory
 - High availability of services , (which services & or departments)
- Identify 'project whole life costs' based upon a 5 year period. Comprising
 - Cost of Procurement.
 - Cost of Maintenance.
 - Cost of Support Staff.
 - Technology refresh.

Document the Current Situation

(extracted from the Zeus "Birds eye view")

Central Directory Services eg eDirectory Active Directory iPlanet	Customers Citizens	Planning	Housing	Social Services	Payroll	Environmental	Council Tax	Education	Contract Services	Suppliers Purchasing
	Business Processes									
	Workstations		Users		Printers		Applications		Services	
	Automated Server Management		Automated Workstation Management		Automated Printer Management		Automated Identity Management (Databases- Email, Payroll)			
	Disaster Recovery Procedures		Naming Standards		Network Administration Procedures		Network Security & Accessibility		Problem Management (Help Desk)	
	Centralised Corporate Standards									
	Zeus Business Environment ACE - Automated Controlled Efficient									

Identify Project Deliverables

- ICT must support the business

- Must allow more time for delivering business services
- Require less time for managing infrastructure
- Must support the requirements of e-Gif and e-Government
- Must support traditional access to citizen services
- Provide value for money.
- Requirements of e-Government

The solution must take into consideration all of the following:

- Cost of Procurement Hardware and Software required to implement the solution
- Cost of Maintenance Daily, Weekly, Monthly tasks required to maintain a healthy and secure system, including help desk functions
- Cost of Support Staff Cost of employing IT staff to manage the system including training and quantity of IT staff required.
- Technology refresh How often the software & hardware will need to be updated to maintain functionality and communication with suppliers and customers

Define Acceptance Criteria

To define, agree and develop the acceptance criteria for deciding on; a) the Primary Directory service, b) the project success criteria.

The outline acceptance criteria will provide answers to the following questions:

On what basis will the project be considered successful?

When will we know the project has completed as opposed to stopped?

How will the benefits be measured?

To develop and document the required product descriptions including:

- High level Directory Service Design including any necessary database synchronization requirements with or non- authoritative or legacy databases.
- Directory Service – user and resource management document
- Automated Server Management
- Automated Workstation management
- Automated printer management
- Automated application deployment
- Email
- Disaster Recovery Procedures
- Network Administration Guide
- Naming Standards
- Develop product acceptance criteria
- Sign off reports
- Develop benchmark criteria (before changes are implemented and old ways forgotten)
- Assist in the development of Quality Assurance procedures

Explore the feasibility of utilizing Microsoft's Active Directory technology

- How much will an Active Directory based solution cost to implement?
 - Estimate cost of Hardware, Software and Manpower
- How much will it cost to maintain?
 - Anticipated Technology Refresh requirements
- Identify 'project whole life costs' based upon a 5 year period
- How well will it support the business processes?
 - Support for Unix and NetWare environments
- How does it compare against the acceptance criteria?
- What are its limitations?
- How much disruption will be caused during the migration phase?
- What are the associated risks?
 - Vendor lock in
 - Security Risks – virus / sabotage etc
 - Potential redundancy of Windows OS as browser technology improves
- Produce high level overview and design of AD & NOS system.
 - Directory Service Design
 - User Management strategy
 - Resource Management strategy
 - Application deployment and maintenance
 - Printer deployment
 - Workstation deployment and maintenance
- Design and estimate outline migration strategy
 - Envisaged time scales
 - Risk management
- Develop outline acceptance criteria*

Explore the feasibility of utilizing Novell's eDirectory technology

As per Microsoft Active Directory Feasibility substitute AD with Novell eDirectory

Explore the feasibility or utilizing an alternate Directory Service Technology :

What other alternatives are really viable? For example

- iPlanet,
- IBM Secureway,
- Oracle Internet Directory,
- Open LDAP etc).

Produce a recommended solution and approach

Assumptions made

Reasons and benefits of preferred solution

- Costs
- Best Value
- Strategic Position
- Service Delivery