**Annex A**

**Core IT systems and Infrastructure**

The following summary information details the networks and systems which are operated and managed by Daventry District Council.

**Type of Network**

The Council has a Local Area Network on one site with users located at this main site in Daventry. Local Area Networks are Ethernet based using Category 5 cabling. The network protocol in use is TCP/IP. The network runs with mainly 100mb switched connections to workstations and 1/10GBs for backbone and connections to servers. Wireless connections at 802.11n and are available at the site, using HP Equipment supported by Daventry District Council.

**Network Technologies**

The Network Operating System in use is Windows Server 2008/2008R2 and 2010/2012 R2. The vast majority of servers (circa 98%) are Virtual and hosted on VMWare 5.5 (as of 11th October 2016) with HP storage.

Client PCs use Windows 7 Enterprise with a small number of PC’s running Windows 10 Pro. There are currently about 225 Desktops/Laptops/Tablets connected to the network.

Microsoft Office 2010 is the main desktop application, with extensive usage made of email. An Exchange Server 2010 Environment is deployed to support this.

**Internet**

The Internet Connection is 30/100mb connection (soon to be upgraded to 100/100mb). The main Council’s web site is hosted onsite along with other online systems which are hosted on site behind a Firewall.

**Systems**

The Council runs a significant number of application systems to support its business needs. The Council has standardised on SQL Server in general as the main database platforms and Ingres for the Revenues & Benefits system.

**Remote / Flexible working**

The Council does not widely allow remote working due to corporate policy, however the small number that are allowed use a mix of Thin Client Devices via Citrix RAG and home users own PC’s. Along with remote access to Webmail all systems utilise 2-FA from both remote and onsite desktop PC’s, and mobile devices/laptops are also encrypted. Council issued Mobile devices are configured with MDM (Mobile Device Management) and email access is available via Mobile App.

**Users**

Most users will have received basic training in PC usage. In addition, they will usually have received training in other packages they use, and in the main business systems that they use (delivered by the service area). Experience and skill levels vary.

**Applications**

| **Application / System** | **Department / Use** |
| --- | --- |
| Agresso Financials | General ledger, budgeting, accounts payable, accounts receivable |
| E-Pay / AllPay | Cash management / receipting |
| NatWest Bankline | Cash flow / treasury management |
| Academy | Revenues & Benefits |
| Northgate - Images@Work | Document management |
| Northgate M3 PP | Environmental Health |
| Swift LG APAS | Planning / Development Control |
| Land Charges | Land Charges |
| CMIS | Committee agenda, papers, meetings. |
| Alined Assets - Universal Gaz | IT / Street Naming & Numbering |
| Abritas - Housing CBL | Housing allocations / choice based lettings |
| Academy - ACR / AIM / PAY.Net | Payments |
| KANA - Lagan CRM | Customer relationship management |
| MapInfo - Pitney Bowes | Geographical Information System |
| Xpress | Electoral registration |
| Workforce - Bond | Human resources |
| MS Exchange 2010 | Corporate email application |
| MS Office | Corporate office applications |
| House on the Hill | IT Service Desk |
| EIBS – Website CMS | Website content management system |
| Logotech Terrier | Asset register / land and property management |
| Citrix | Remote Access |
| DME – Mobile Email | Corporate – Councillors & Staff |
| Planet Press (Connect) | Print Management software IT/ Revenues & Benefits |
| SQL Databases / Ingress Databases | IT / Revenues & Benefits |
| SafeQ – Printing | IT Print Management Software Konica MFD |
| VMWare | New Virtual Server Hardware/Software |