EPSOM & EWELL BOROUGH COUNCIL

Service Delivery - ICT Roadmap 2022/23

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Service Delivery Plan

Apr '22 | Aug'22 | Dec'22 | Mar'23

Infrastructure

- PSN Submission
- Security Monitoring
- Business Continuity Test
- WiFi access points
- Citrix Cloud
- WAN Resilience and refresh
- Switch Refresh
- Penetration Test

Mobile

- Telephony Simplification - Mobile/Teams/Mitel
- Member Device Refresh

Applications

- Sharepoint - Build and Migration
- CRM Phase 1 – Abavus MCS
- CRM Phase 2 – Implementation (including legacy apps – Parking Back Office and Bookings)
- Civica Financials Cloud implementation
- R&B DMS system
- Automate Internal Processes
- Website Improvements
- System Data retention policy application