From: David Cockburn, Corporate Director, Strategic & Corporate Services and Head of Paid Services

Rebecca Spore, Director of Infrastructure

Laurence Lewis, Head of Technology Commissioning & Strategy (interim)

To: Eric Hotson, Cabinet Member for Corporate and Democratic Services

Subject: SAN Replacement Programme

Classification: Unrestricted

Future Pathway of Paper: Not applicable

Electoral Division: Not applicable

Summary:

This paper outlines the requirement to deliver a new data storage infrastructure which will allow the Council to replace the existing end of life hardware.

Recommendation:

The Cabinet Member for Corporate and Democratic Services is asked to delegate to the Director of Infrastructure, the award of contracts with a provider for the purchase of new primary and secondary hardware, including the necessary contractual negotiations and enter into any subsequent necessary legal agreements.

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1. **Introduction**

    This report outlines the context of the SAN Replacement programme requirements.

2. **Financial Implications**

    The decision to replace the storage infrastructure commits the Council to spend in excess of over £1 million for the duration of the contract(s). The cost of the replacement is already built into Council's Medium-Term Financial Plan and is within the budgets that are allocated.

3. **Policy Framework**

    The Council's ICT Strategy 2016 – 2020 sets out the future of technology over the next four years. As part of the execution of the ICT strategy the Council has progressed with the Cloud Navigator Programme in the modernisation of its

infrastructure and transition to cloud services. This approach was brought forward to this committee in March 2017 and endorsed.

4.   The Report

4.1   The Council uses a considerable amount of Storage hardware to provide the ICT infrastructure which is used in all interactions with ICT. This technology is used by all staff and Members to function efficiently to deliver services to the Citizens of Kent. The Council owns the hardware and pays annual support and license fees. The infrastructure to support the hardware is end of life, and is costly to run and maintain on an annual basis. The ongoing storage requirement and the replacement facility has been reduced following the transition to the Cloud.

4.2   Due to the age of the current infrastructure we are unable to extend the warranty/ maintenance arrangements when they expire at the end of December 2018. Several options have been considered which are set out below:

Option 1 – Do nothing, have no support / extended warranty contract in place and risk failure of live services, post December 31st 2018. *High risk – some of the devices are old and end of life. The risk of failure is increasing with it becoming increasingly difficult to secure parts. In the event of failure and no support contract in place KCC service delivery would be at severe risk.*

Option2 – Purchase support on a T&M basis and utilise the contract until we have procured and commissioned the new storage solution in the new primary DC.
High risk and very expensive due to the age of the devices and availability of replacement parts

Option 3 – Extend the current support contracts until March 31st, 2019, which will give us time to procure the new solution and be in a position to commission directly into the new data centre. *High risk due to criticality of infrastructure as part of the live services, high cost of the support contract and availability of replacement parts. The current provider has indicated that they will not extend the current support contracts.*

Option 4 – Purchase the replacement storage solution and commission before the 31st December 2018, locate at Sessions DC and migrate all of the Tier 1 data (data that has been accessed in the last 12 months) at the earliest opportunity.
This option presents some risk in the migration to the new data centre however this move will be carefully planned to mitigate this as far as possible. This enables us to provide a greater level of certainty in respect of the KCC service in the short term and reduce support and maintenance costs.

4.3   It is envisioned that the new SAN hardware with be installed and run in parallel with the existing hardware. Data migration will then be completed in January ensuring that the old equipment can be decommissioned before the end of the negotiated support contract of 31st March 2019. The procurement will be completed in accordance with the existing Crown Commercial services framework RM1045.

4.4   The recommendation is to proceed with option 4 to reduce the risk of failure which will allow us the time to purchase the solution and move to the new data centre when it is fully operational.

5.   Legal and Equalities Implications

There are no legal or equalities implications.

6.   Conclusion

The Council's storage infrastructure is integral to the delivery of KCC services. It is recommended that the Council proceeds to replace the storage prior to the expiry of the current maintenance agreements and then migrates this to the new data centre.

7.   Recommendation(s)

> **Recommendation(s)**:
>
> The Cabinet Member for Corporate and Democratic Services is asked to delegate to the Director of Infrastructure, the award of contracts with a provider for the purchase of new primary and secondary hardware, including the necessary contractual negotiations and enter into any subsequent necessary legal agreements.

8.   Background Documents

ICT Strategy 2016 - 2020

9.   Contact details

Report Author:

- Mark Garbett – Portfolio Assurance Manager
- 03000 414955, Mark.Garbett@kent.gov.uk

Relevant Directors:

- Rebecca Spore, Director of Infrastructure
- 03000 416716, Rebecca.Spore@kent.gov.uk