Managing the Managed Service Provider

Colne

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enabling independent living

Managing the Managed Service Provider

Colne - 3000 properties

Colchester in Essex.

Developing Association - plan that will deliver 150 homes a year.

Focussed on enabling independent living.

Outsourcing approach to non core business services.

ICT is outsourced

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Lets Outsource ICT!

Stroke of genius?

Moment of madness?

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Why use managed services?
Focus on your core business

Specialist skills

Keep hardware/software up to date

Housekeeping/Patches/Reboot cycles

Managing network

What doesn't it do

Managed service won't :–

Deliver strategic vision

Own user and security environment

Own ICT policy and procedures

Own data protection compliance

Drive changes in core corporate software

Housing Management system

Asset Management system

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Why do you need ICT staff?

Relationship needs management

Still need access to ICT skills

Managerial & technical skill to challenge supplier

Needs to be a cooperative relationship

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Considering prospective suppliers?

5x9's

Services can be "up" - but unusable

What do the SLA terms mean

Service provider skill resource

Service provider financial resource

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What can work well

Access to a 3rd line skillset

Outsourced network/server monitoring

ICT gets patched and software updates

Services reboots

Key resource cover

Potentially cheaper

Fewer highly skilled and highly paid team members

Reduced power consumption

Less server room space required

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What doesn't work well (or at all)

Low level desktop support at 120 miles

Poorly described helpdesk tickets

"Trivial" tickets,

Application usage

Staff skillset

Updates to your HMS and other key core systems

remain your problem!

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It's all about the contract

Is it in the contract terms?

Exit provisions

Multiple contracts must co-terminate

Who owns the software licences?

"Do not upgrade" applications

KPI's

Hardware and software upgrade cycles

Understand your SLA

Staff awareness

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Changes the business – ICT relationship

Changes the ICT – provider relationship

Internal ICT focus on the strategic delivery of ICT

Need clarity within your business

What the contract covers

What the contract doesn't cover

Retain ownership of the core corporate systems,

Housing Management System

Asset Management System

Finance System

EDRMS

Won't make Microsoft or Citrix bombproof!

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