

Changes to IT and telephony

Between now and 1 April 2019

:-)

Start >

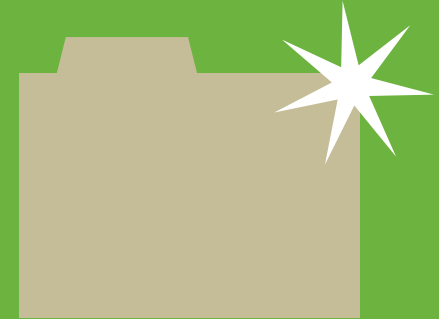
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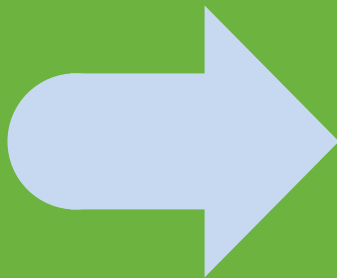
Upgrading our network



Getting on 'The Cloud'



Data Clean-Up



Moving our applications



New laptops and mobiles



Help and Support



Upgrading our network

The Digital Services Team are upgrading the computer network that we use to connect to our files and the internet.

When our offices are switched over to the new network, there should be a noticeable increase in speed for most.

This switch-over is necessary for our systems to connect with the rest of Scottish Government.

Digital Services have switched over many sites already and will be contacting the remainder soon.

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Getting on 'The Cloud'

We will be moving our applications to 'The Cloud' – but what does that mean?

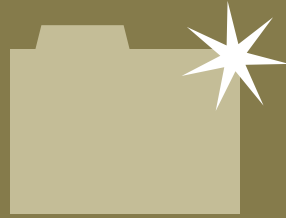
Well, at the moment, we rely on a Data Centre in Silvan House. 'Data Centre' might be another unfamiliar word, but it consists of specialist computing equipment that provides all our offices with access to our applications. As we're physically limited by the amount of equipment we can store and operate from Silvan House, this means there is a limit to our computing power.

When we move our applications to 'The Cloud', what we mean is 'off-premises'. Our computing power will come from a bigger and better Data Centre, located off-premises and operated by our supplier. The benefits are that maintenance and upgrades of this equipment are taken care of, our computing power can grow as we need it, and the power never goes out.

This will happen in the background and the Digital Services team will let you know the dates for this, and anything else you need to know, ahead of any change.

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Data Clean-up

Scottish Government work in a different way when it comes to storing and managing emails and files.

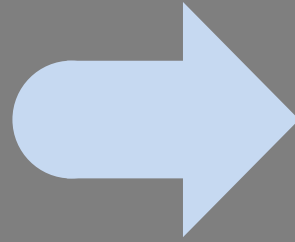
To get us ready for this, as well as helping us comply with new data protection regulations (GDPR), we will be working with others to:

- Help you work with a smaller inbox,
- clean out old files, and
- organise your data.

There are audits taking place to see how much data we currently have, and teams are being put in place to support you. Look out for messages about our 'Data Clean-up' for more information.

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Moving our applications

Applications (such as e-Fin, DRIVE and SRP) are currently hosted in Silvan House and we will be moving these to 'The Cloud'.

We have many applications to move and, in some instances, we might take the opportunity to upgrade some of them.

Everything will be tested with staff as it moves and if training is needed this will be provided before we start working with new versions of applications.

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New laptops and mobiles

We will start to provide new laptops and mobiles throughout the first half of 2019 (between January and July). Laptops will be upgraded to Windows 10.

Any changes to ways of working with laptops or mobiles will be supported by training ahead of 1 April.

Our desktop phones will continue to work in the same way.

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Help and support

Once the new laptops and phones are rolled out, faults and requests will be handled by i-Fix, Scottish Government's service desk. They will ensure that your fault or request is passed to the correct team to resolve.

In the meantime, please continue to report any faults or requests to the IS team in shared services via 5555 or Assyst.

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