



Statement from Prime Minister's Award

The design of the Oldham library succeeds in making learning, art, reading and performance accessible to the whole community. It is a strong symbol of multicultural learning, integrating community facilities with the library service. Proof of its success is in the sharp rise in visitors - more than double the number to the old library - since its opening in 2006. As well as meeting current needs, it provides for flexibility and expansion.

Prime Minister's Award committee

- Achieve value for money and optimise running costs through ICT services.
- Incorporate current technology, and in particular non-curriculum-related IT, into the design and operation of the facility.
- Manage third-party IT suppliers and meet all the licensing requirements.
- Provide required administration, coordination and technical support.
- Provide assistive technology to meet the community and staff requirements.
- Apply local agenda sustainability issues.

The solution provider is also responsible for all IT suppliers and sub-contractors during both the project implementation stage and the 6 year managed services period. Any delays to the project completion and failure to comply with output specification would incur financial penalties.

The Solution

Allied implemented a new IT infrastructure under a managed services program which included the design, implementation and support of hardware, software and systems at the client site. Our solution included but was not limited to the following:

- Allied provided a full project team including technical architects, a project manager and a coordinator, technical rollout teams, management of a large number of 3rd party suppliers and manufacturers and back office assistance.
- Design and implementation of the (Cat5e) cabling infrastructure, wireless network including secure public access, Cisco network infrastructure and Windows based Data centre, adequate system security, complete printing and faxing facility for both staff and public, PC booking system, VoIP telephony solution and a multi lingual translation solution.
- Upgrading the Library Management Service with new servers, software packages and an online public access library system.
- Network and Data centre monitoring, including off-site remote access to enable network and server monitoring from Allied's head office.
- Incident and problem management from 1st level to 3rd level support.
- On-site helpdesk facility, with an online portal which connects with the Allied Service Desk at the head office.
- Remote desktop access and support.
- Provide a wide range of assistive technology ensuring inclusion for all. This consisted of intranet for the staff, adaptable equipment for the young children, assistive equipment for the sight impaired (Braille readers etc) and many other forms of assistive technology to include members of the public with other physical disabilities.
- All documentation including technical design and process & procedure management.
- Staff IT usage and 1st line support training and knowledge sharing.
- Service delivery and KPI monitoring.
- Cost control measures and new solution negotiations for additional or ad hoc IT requirements; and undertake any meeting as required by the council.
- Reporting on project progress, system usage and SLAs.

The cooperation with the construction company and their sub-contractors worked extremely well and neither party caused any delay to the other.

