



# CARLOW COUNTY COUNCIL

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**8<sup>th</sup> December 2015**

## **To An Cathaoirleach and Each Member of Carlow County Council**

**Re: ICT Department Progress Report to December 2015**

**I attach, for your consideration, the Progress Report for the ICT Department to December 2015.**

**Pat Delaney**

**Head of Finance & ICT**



**DIRECT LINES: CODE 059**

Central Engineering Area	9172486
Muinebhag Area Engineer	9721418
Tullow Engineering Area	9136272
County Library	9170094
Fire Station	9131144
Motor Taxation	9170342
Driving Licence	9170343

Planning	9170307
Housing	9170368
Waste & Environment	9136230
Roads	9170379
Water Services	9136264
County Development Board	9170385
Loan Payments	9172489
Rent Payments	9172489

Human Resources	9170387
Information Technology	9136215
Community & Enterprise	9136205
Higher Education Grants	9170314
Rates	9172487
Register of Electors	9170313
Arts	9136209

## **Carlow County Councils Websites**

A new look [www.carlow.ie](http://www.carlow.ie) website went live in September 2015. The website was designed & developed over the previous number of months by the ICT Department following extensive consultation across the organisation. It incorporates the latest in multimedia & social media technologies. The Library website, [www.carlowlibraries.ie](http://www.carlowlibraries.ie), also had a complete make over as part of the project.

Real time information is provided on the websites via social media with links to Twitter, Facebook, Pinterest, YouTube and Mapalserter. The services which are prominent on the home page are those statistically most frequently accessed by the public. The Browsealoud service is used to enhance accessibility with screen reading capabilities and enhanced translation support for many additional languages. A centralised document store provides easy access to the many documents on the website. In addition, [www.carlowlibraries.ie](http://www.carlowlibraries.ie) features the first two years (1832 - 1833) of the recently digitised "The Carlow Sentinel". Previously the Sentinel was only available on microfilm and in electronic format in the Local Studies Department of the County Library.

## **Cemetery (Plotbox) Project**

Carlow County Council currently own and manage 18 burial grounds throughout the County. There are also at least 75 older burial grounds, within the county, that are no longer in use but would have been at one time under the remit of Carlow County Council. The ICT Department continued surveying graveyards over the last number of months as part of the ongoing Plotbox Project. Phase I of this project will be completed in December with Phase II scheduled to begin in January 2016. It is expected that during 2016 at least 40 additional graveyards will be surveyed. Plotbox have been engaged to assist with this work.

## **Wide Area Network**

Carlow County Council have an extremely complex Wide Area Network (WAN). This network consists of many different elements ranging from Switches, Routers, Wireless Links and Fibre Optic Connections. As a result of this complexity, the network requires constant maintenance, monitoring and upgrading. During the third and fourth quarters of 2016 many issues were dealt with promptly by the ICT Department ensuring continuity of service.

## **Cloud Services**

The ICT Department of Carlow County Council, working in collaboration with companies including Amazon and Microsoft, began piloting proof of concept projects using Amazon Web Services and Azure Cloud Services. Following the success of these pilot projects, and following the completion of a competitive tender process, Carlow County Councils ICT Department began migrating our email infrastructure to a new cloud based platform in November 2015. This project will be completed in December 2015. The move will provide a more resilient and cost effective platform for staff thereby allowing them to deliver better customer service.

## **Agresso Milestone 4**

An update to our Financial Management System, Agresso Milestone 4, will be rolled out in 2016. A project team including a member of the ICT Department was set up in the third quarter of 2016. Milestone 4 has significant ICT requirements and the necessary infrastructure was built and tested by the ICT Department. As the project progresses, the ICT Department will continue to provide any assistance required to ensure the project is completed successfully and on time.

## **Carlow Boundary Review Website**

On 19th June 2015, the Minister for the Environment, Community and Local Government, Mr. Alan Kelly, TD, established the Carlow Boundary Committee under section 28 of the Local Government Act 1991. The Committee is required to carry out a review of the boundary between County Carlow and County Laois and to make recommendations with respect to that boundary and any consequential recommendations with respect to the area of the Municipal District of Carlow that it considers to be necessary in the interests of effective and convenient local government. A new website [carlowboundaryreview.ie](http://carlowboundaryreview.ie) was created during the fourth quarter of 2015 by the ICT Department of Carlow County Council. This website includes the terms of reference and provides the facility for interested parties to make submissions online and will go live on Tuesday, 8<sup>th</sup> December, 2015.