

CASE STUDY

GARDA SÍOCHÁNA OMBUDSMAN COMMISSION

“The value, advice and skills offered by Fujitsu have ensured a smooth start for us, and Fujitsu were central to shaping and advising on our ICT requirements.”



Customer's Challenge

The Garda Síochána Ombudsman Commission is an independent statutory body. It was established under the Garda Síochána Act 2005. The aim of the Commission is to directly and independently investigate complaints and issues relating to members of An Garda Síochána.

A challenge facing the Commission, when it was established in 2005, was one of availability of ICT infrastructure. It began working from a small office in Dublin which had approximately 20 desktops and basic print and file services. This office was under-equipped and did not adequately support the Commission in discharging its responsibilities. As a new statutory body, The Garda Síochána Ombudsman Commission needed extensive ICT infrastructure and applications in place to allow for rapid expansion.

To meet this challenge, the Commission engaged Fujitsu to advise it on its ICT infrastructure, applications and strategy. Fujitsu also project managed the fit-out of the Commission's new Abbey Street offices with LAN, servers, telephony, laptop, desktop and mobile ICT facilities. This ensured the new office could support and facilitate the Commission's workload. Fujitsu's contract was later extended to manage the implementation of some critical application solutions.

Fujitsu Solution

Fujitsu consulted with the Commission to determine the nature of business and technical ICT resources needed to support the Commission's activities. Fujitsu then expressed these requirements in public-service Requests for Tender (RFTs), subsequently issued to a wide range of ICT product and application vendors.

Over the following three months (November 2006- January 2007), the Commission, in partnership with Fujitsu, evaluated vendor responses to the RFTs. Following an objective and transparent selection process, Fujitsu made recommendations to the Commission as to which vendors to select.

The Commission's official establishment date in its new offices was May 9, 2007. In the three months leading up to that date, Fujitsu managed the selected vendors in implementing all aspects of the Commission's ICT infrastructure. The completed infrastructure and applications went live ahead of schedule on April 30, 2007.

Regina Moran, CEO, Fujitsu in Ireland commented: *'It was an intense period getting the new offices with the ICT infrastructure in place and ready for the Commission to use, but we had a strong team involved, which was crucial in ensuring the tight deadlines were met'*. She continued, *'Fujitsu are delighted to have the Garda Síochána Ombudsman Commission as a customer and hope the relationship will continue to go from strength to strength'*

Organisation

Garda Síochána Ombudsman Commission.

Services delivered

Specification of necessary ICT infrastructure and application requirements; development of requests for tender; selection of vendors; management of delivery of ICT Infrastructure and case management systems.

Business benefits

- Fujitsu is an independent advisor, familiar with the ICT market, ensuring the Commission chooses appropriate vendors and solutions
- Focus on challenges at hand and deliver business solutions as quickly as possible
- Ensure the Commission has a comprehensive security policy in place, giving assurance of data integrity and confidentiality as the organisation goes about its business
- Assistance with development and realisation of future Commission ICT direction and strategy.

CASE STUDY

Fujitsu identified that new ICT infrastructure was required in three main areas:

- LAN, WAN and server
- VoIP Telephony
- Desktop, laptop and mobile devices

Separately, a Case Management application was required that would run on this infrastructure in support of the Commission's business activities.

Security was identified as particularly important for the Commission's ICT environment, given the sensitive nature of the work the Commission does. For example, Fujitsu's security specialists recommended that all data stored on laptops should be encrypted by default, so that loss of a laptop containing sensitive data would have no consequences other than the capital value of the loss. Fujitsu also advised the Commission on best practices for securing sensitive data, giving particular attention to externally transmitted emails and remote use of mobile devices.

Benefits to our Customer

The key benefits for the Garda Síochána Ombudsman Commission have been:

- The Commission had the benefit of using an independent advisor, who is very familiar with the ICT market, to assist it in choosing optimal proposals for implementation of critical systems. The Commission was able to take advantage of a wealth of knowledge not available internally to help it make critical decisions. This knowledge also ensured that GSOC got best value for its ICT investment.

- Fujitsu assisted the Commission in focusing on the business, as opposed to ICT, challenges at hand, thereby ensuring all operational requirements were met. This greatly accelerated the process of getting critical systems in place.
- The Commission has in place a rigorous security policy giving assurance that the work the Commission does and accumulated data are secure.
- By engaging with Fujitsu at the initial stage of development the Commission now has a firm foundation on which to build sound ICT platform and best-practice for future strategies. This will continue to assist the Commission with development and realisation of its future ICT strategy.

Our Expertise

Fujitsu has a proven track record in providing innovative and reliable IT consultancy and solutions, incorporating the best and most appropriate technology and methodologies that create value for its customers, by helping them to realise their business vision and deliver impeccable customer service.

We have also built a reputation for understanding the business requirements of a wide range of different organisations. Fujitsu's consulting services helps clients tailor IT strategies that support their broader business goals and ensure the best possible return on investment. Our consultants use their extensive experience and world-class analytical tools to guide clients with complex choices and increase their productivity.