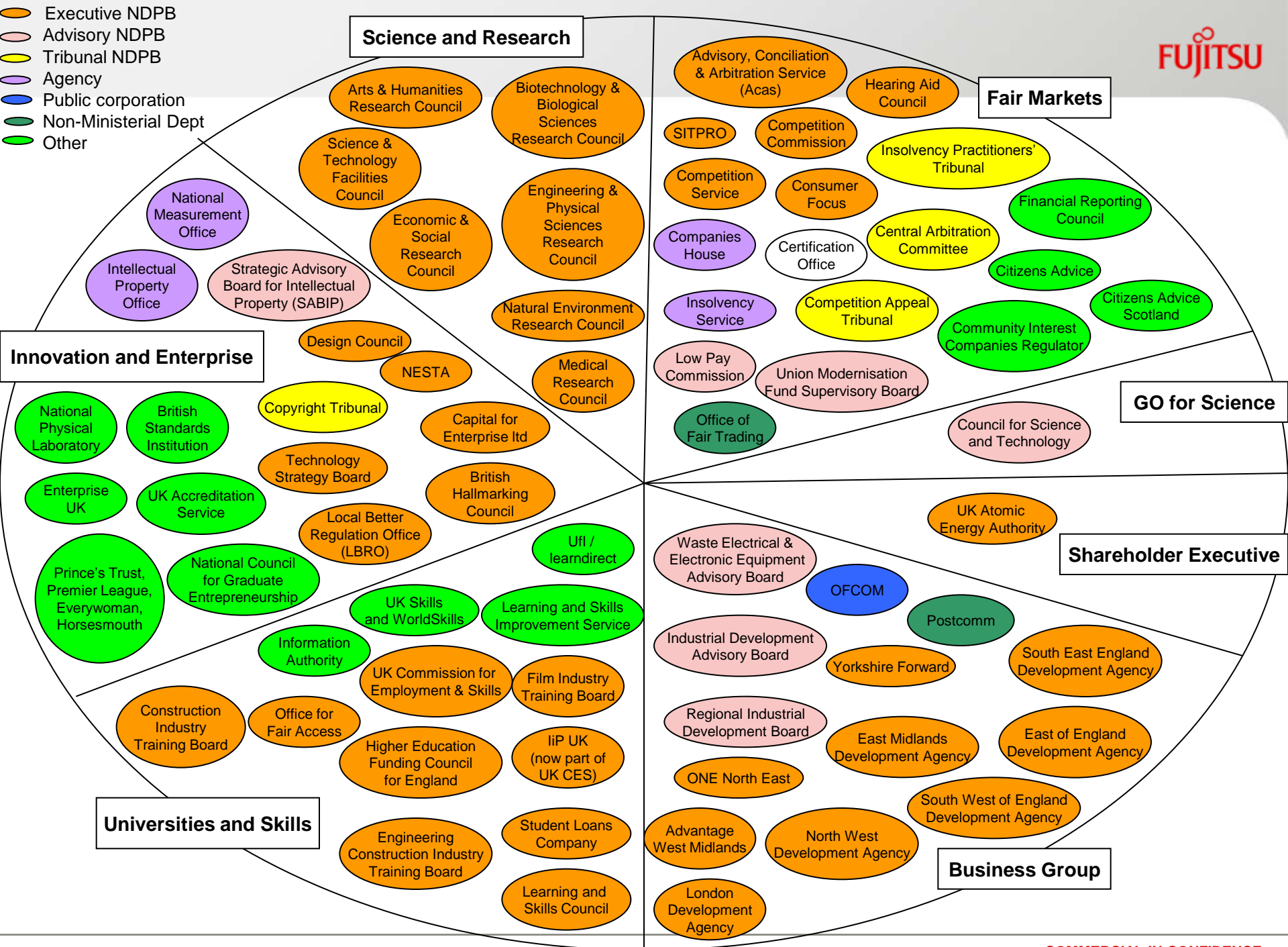


# BIS aka BERR aka DTI with a guest appearance by DIUS and in partnership with DECC

Paul Reynolds  
Director Infrastructure Services



- BIS is building a dynamic and competitive UK economy by: creating the conditions for business success; promoting innovation, enterprise and science; and giving everyone the skills and opportunities to succeed. To achieve this it will foster world-class universities and promote an open global economy. BIS - Investing in our future.
- The Department has around 3,100 staff. In addition, around 1,100 people work for UK Trade & Investment in the UK. A network of partner organisations includes five executive agencies employing around 7,300 staff
- £21 billion budget for 2010/2011 - largest spending department in Whitehall. Top budget areas include funding for higher education, science and research, adult skills, support for business, and the Regional Development Agencies
- The Department is structured into 10 management groups: Business; Economic and Policy Analysis; Fair Markets; Finance and Commercial; Innovation and Enterprise (including the Better Regulation Executive); Legal, People and Communications; Science and Research; Shareholder Executive; UK Trade & Investment; and Universities and Skills.
- BIS is supported by a wide range of organisations in delivering its strategic priorities. Our network of partner organisations provide services, information and advice to the Department and directly to a wide range of people and organisations.



- Outsourcing partnership deal in 1999 for 10 years, known as UNITAS
- Extended until 2014 in 2004
- Single supplier model for all IT
- Staff transferred and small in-house function retained
- Budgets devolved to business units

## ELGAR - Electronic Government through Administrative Re-engineering

A secure, reliable service covering all IT components and facilitating 3<sup>rd</sup> party service integration and management.

- Service Integration and Management
- Helpdesk
- Desktop
- Distributed Support
- Datacentre
- Networks
- Applications Development Configuration & Management
- Technology Solutions
- Security
- Technical Refresh
- Partnering
- Project Management

## ■ Key Partners

- Logica – application support and development
- InTechnology – managed backup service (network backups)
- Cisco – network LAN and WAN infrastructure

## ■ Major Software Providers

- Microsoft
- Becrypt
- Oracle
- Computer Associates
- Infor
- HP

## ■ Integration with 3<sup>rd</sup> Party Suppliers

- Logica
- Cap
- Amey

# The Fujitsu Service – Scale of Operation



- App 160 FTE's
- 6000 PC's and Laptops
- 228 Windows Servers, 22 Unix Servers, 6 SANs
- 4 TB EDRM Data stored
- June 09 – May 10 activity
  - 68284 telephone calls to the Help Desk  
(97% answered within 10 secs)
  - 34796 emails handled at the Help Desk
  - 60620 Incidents logged (58% resolved on first call)
  - 84 Million emails sent & received by the customer
  - Multiple Office moves
  - Development of two major new services
  - No major service impacting issues


- IT budgets centralised
- IT spend growth stalled and reversed
- In-house staff skills upgraded
- Single outsourcing model replaced by multi sourcing model
- MOG 1, MOG 2, MOG 3 and MINI MOG's

*.....no idea what the future holds ...*

- Changing government landscape
- A step change in IT and telecommunications delivery mechanisms
- Continued budget/headcount pressures

*....for either of us! !*

**BIS** | Department for Business  
Innovation & Skills

  
**FUJITSU**

shaping tomorrow with you