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Fiona Graph - Head of FCONet, Corporate Communication Group



SUMMARY OF KEY FACTS

Organisation

The UK Foreign and Commonwealth Office (FCO)

Contract signing date

January 2008

Service/s delivered

Fujitsu developed solution using both COTS (commercial off the shelf) product integration and bespoke development.

Benefits

- No bottleneck
- Content originators have control
- Better access, better information
- Performance up, satisfaction up
- A structured workflow ensures processes followed standard templates maintain corporate design guidelines
- Using open source components reduced costs

The challenge

The UK's Foreign and Commonwealth Office (FCO) spans the globe with 16,000 staff at 280 locations.

By 2003, their intranet had become inflexible in the face of changing business priorities. It was also slow and less than user-friendly, with limited search capabilities.

They asked Fujitsu to implement a new solution that would transform information sharing, while also complying with the department's strict infrastructure constraints and need for multi-level security.

The solution

Using both COTS (commercial off the shelf) product integration and bespoke development, Fujitsu have developed a solution with the following capabilities:

- Web content management
- Search engine
- Informal collaboration forum
- Database
- White pages staff directory

The Documentum Web Content Management (WCM) solution allows non-technical users to create, manage, and publish content for multiple web sites.

The solution stores and manages all types of content, including HTML and XML, graphics, multimedia, as well as traditional documents created with desktop applications.

To ensure content accessibility the solution uses multiple load balanced servers. A search engine is integrated into the solution allowing users to quickly find the content they need.

The discussion forums use Jive Forums v4 - a powerful, open architecture application. Users can share answers, ideas and insights, and escalate complex issues to the appropriate expert.

CASE STUDY UK FOREIGN AND COMMONWEALTH OFFICE (FCO)



In the office directory, users update their own details and can search across the organisation. Access control is integrated with the FCO's native user-management system. The directory pulls information from various connected directories.

Benefits

"The most high-profile deliverable was a new design for FCONet. This was a great success and Fujitsu showed great flexibility and willingness to meet quite tight deadlines," said Fiona Graph, Head of FCONet, Corporate Communication Group.

No bottleneck. The new intranet overcomes the 'bottleneck' that arose from using a central pool of web publishers.

Originator control. Content originators have control over the frequency of updates, and publish and removal dates.

Better access, better information. Users have much better access to the latest information.

Performance up, satisfaction up. Users like the new system's performance and satisfaction has improved.

Processes followed. A structured workflow ensures the right organisational processes are followed.

Design integrity. Standard templates maintain corporate design guidelines.

Cost effective. Using open source components for some parts of the solution helped to reduce costs in the project.

Implementation

To avoid the disruption of irregular, large-scale changes, the FCO intranet has an enhancement team who produce frequent releases.

Change requests from the FCONet business team are impact-assessed and assembled into 3-6 monthly releases. After development and unit testing by Fujitsu, FCO teams carry out system testing and implementation into the production environment.

Fujitsu also provides service management for the system, with responsibility for third line application support and third party contracts.

Fiona commented, *"Fujitsu also delivered some improvements above and beyond the basic requirements, with one enhancement to our subscriptions facility being particularly useful."*

Fujitsu's expertise

"The Fujitsu team has worked really well with our project team to provide a very high-profile and successful result," said Fiona.

Fujitsu has one of the largest ECM practices in the UK with over 30 ECM customer deployments across the public and private sectors. We are the biggest strategic partner for Documentum and Meridio.

Our 80-strong team represents the complete spectrum of expertise and capability.

For this implementation, Fujitsu built a team from the following disciplines:

- Systems architecture design
- Interface design
- Configuration of COTS products
- Systems integration
- Graphics design
- Bespoke development
- Testing and implementation

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