

“Our relationship with Fujitsu has required mutual trust and a strong partnership to deliver such a complex solution over 15 years.”

Bob Quick - previous DII IPT Team Leader



SUMMARY OF KEY FACTS

Organisation

The Ministry of Defence (MOD)

Contract signing date

7th October 1991

Service/s delivered

Infrastructure management, system design, development and integration, physical infrastructure installation, project management of systems implementation and rollout, infrastructure and user-level, desktop support (800 servers, 17,000 workstations) and operation of 2 national support centres.

Benefits

- One of the biggest accredited systems at SECRET level
- The system has 99.999% availability
- No technology tie in for lower costs
- Access to legacy systems.
- Catalogue procurement
- Central Helpdesk and on-site user services
- Re-use and recycling
- 17 years of continuous technical refreshment

The challenge

In 1991, the Ministry of Defence (MOD) decided to embrace email and office automation, following a CSA report in 1986 and decisions made in 1987. Properly employed, they knew these innovations would reduce costs and improve communications around the world.

But what about security? Was this an opportunity to converge and standardise the MOD's vast IT estate? And could it be done without locking in to expensive bespoke coding and support?

The solution

The answer was the Corporate Head Office technology System (CHOTs), designed, built, implemented and managed by Fujitsu (originally within a consortium). The system supported 25,000 civilian and forces personnel and allowed an additional 70,000 MOD staff to communicate securely via its network. Access to information was domain-based, with links to MOD messaging systems.

It was operational at 24 HQ locations and more than 200 subsidiaries in the UK, Europe and the USA.

In addition, Fujitsu developed CASH, a version for the Army that supported 4,500 workstations in the UK, Germany and Northern Ireland.

CHOTs was one of the world's most advanced distributed IT infrastructures and one of the biggest secure corporate networks in Europe, yet it was initially based on Unix and then Windows NT!

The MOD's brief was fulfilled.

Fujitsu's involvement includes:

- Infrastructure management
- System design, development and integration
- Physical infrastructure installation
- Project management of systems implementation and rollout
- Infrastructure and user-level, desktop support (800 servers, 17,000 workstations)
- Operation of 2 national support centres

Benefits

One of the biggest accredited systems at SECRET level. CSV8 OPEN, within CHOTs, gave RESTRICTED users access to the internet. DII(C) went further and allowed collaborative working (Document Management and Workflow), between users and information.

This facility is now operational at MOD main building and in Fleet, Air Command and PJHQ.

Five 9s. The system has 99.999% availability, with fail safe operation and some disaster recovery capability.

No technology tie in for lower costs. Fujitsu's use of Commercial Off The Shelf (COTS) products for both CHOTs and DII(C) has greatly reduced initial and ongoing costs. The MOD isn't tied to an expensive development contract.

Access to legacy systems. CHOTs and DII(C) enabled access to legacy applications without any effect on application functionality or delivery. Old applications remain hosted in their current locations.

Catalogue procurement. CHOTs was revolutionary at the time by allowing online ordering of equipment via catalogue. This has now become part of the procurement culture at MOD.

Central Helpdesk and on-site user services. Users of both systems receive high-grade support from Fujitsu, including helpdesks, floor walkers, management awareness workshops, user training, consultancy, implementation, data conversion, virus checking, and data import/export services.

Re-use and recycling. PCs and their packaging can be recycled or reused within the project when required. Many old PCs are dismantled for their components, instead of simply being thrown away. Much new hardware is specially packed and shipped for Fujitsu, without boxes or plastic packaging of any kind.

17 years of continuous technical refreshment. There have been 8 generations of CHOTs and DII(C) through the years. A modern technical system has been maintained throughout thanks to continual refreshment. Following this process has allowed connection with legacy and other systems, paving the way to a common infrastructure.

Our Approach

Ten years on – convergence to a single IT infrastructure

The MOD and Fujitsu business relationship had been close and together they developed the solution. It became clear early on that a development of CHOTs could help the transition to a fully converged information infrastructure.

The idea was adopted, with architectural differences, and in 2001, after development work by Fujitsu, the Defence Information Infrastructure Convergence System (DII(C)) was introduced.

In total DII(C), supports over 40,000 users, converges a large proportion of the MOD's infrastructure and is easing the way to the single Defence Information Infrastructure Future (DII(F)).

Our expertise

40 years ago, Fujitsu (then ICL) invoiced its first successful IT project to the UK Ministry of Defence. Today, we're one of the UK Defence Industry's biggest IT partners. We also have a long standing association with Defence Intelligence Staffs.

This experience, plus our deep understanding of the MOD's needs and operational demands contributed to our selection for the ATLAS consortium, tasked with delivering Defence Information Infrastructure Future (DII(F)) – the MOD's vision of a common infrastructure across the whole of Defence.

"Our relationship with Fujitsu has required mutual trust and a strong partnership to deliver such a complex solution over 15 years. Fujitsu have the capability of delivering infrastructure in challenging circumstances. They are flexible, delivering a managed service that continually takes in to account changing customer requirements."

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