

# Project Overview



**Project Name:** Infrastructure Refresh – Client Device Lifecycle – IT21

**Description:** Multinet Gas (MG) is reliant on the availability of client devices to provide users access to business systems for data entry, reporting and analysis purposes. Client devices are also used for personal productivity benefits related to email and communications, documents, presentations, spreadsheets, databases and charts.

The scope of client devices includes desktop, laptop, notebook and mobile devices such as tablets. It also includes operating systems and additional office software products. This hardware and software is vital to the core business functions of MG, and aligns with MG's corporate objectives.

MG currently share the following devices with UE and share at a ratio of 40% of the overall numbers:

Devices	Quantity
Desktop Devices	256
Laptop Devices	418
Specialist SCADA Devices (CAD and Multi-monitor)	35
Mobile Devices (Tablets and Phones)	350
Virtual Desktops	25
<b>Total</b>	<b>1084</b>

**Strategic Alignment:** Client devices are used by all business users and are their primary business tool. Client devices are critical for business users to support the company's strategic themes

- Maintain systems to industry standard to reduce risk of disruption to customers and retain levels of efficiency
- Deliver new capability to meet changing customer needs and growing expectations
- Ensure ongoing performance, resilience and safety in the changing distribution network
- Utilise field mobility and other technologies to automate field work processes with service providers
- Improve asset planning and management through improved data quality, analytics and reporting
- Ensure readiness to achieve regulatory requirements

Services to customers can only be maintained if the company can continue to conduct its business functions.

The capital expenditure for this project is justified as it is:

- Prudent and efficient in line with accepted good industry practice: and
- Necessary to maintain the integrity and safety of MG's services.

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**Options:**

Two options have been considered for maintaining the currency of client devices.

**Do Nothing**

The “Do Nothing” option means that MG will be operating client devices outside vendor support. There are risks that older devices could introduce incompatibilities such as lack of software drivers for older hardware and hardware will become more unreliable and unstable over time. Also by 2020 the Windows 7 operating system will be out of support and will no longer receive security patches or hot fixes. Without security patches, client devices will leave MG’s system and network vulnerable to malicious attacks and will exceed acceptable company risk profiles. This carries with it the added risk that MG may fail to meet regulatory and stakeholder requirements. Whilst this option avoids Capex, it carries with it too many risks so this option is not recommended.

**Refresh Client Device via a Lifecycle Refresh Program**

This option involves replacing client devices according to the principles of the “IT Asset Management Policy v2.0”. This is the recommended option.

The refresh program is spread evenly over the 5 year period with approximately 16% of the fleet being refreshed per year. The result will be that 80% of the fleet will be refreshed in the 5 year period.

This ensures that all end points are refreshed as they reach the end of their 5 year lifecycle. This option mitigates the risks associated with the do nothing option, as it involves replacing out of support devices with newer, more reliable and supported devices.

As client computing evolves, and more end user software is required to be accessed via web browsers or via software in the cloud, consideration will be given to moving to leaner devices with less reliance on proprietary software to replace traditional heavily encumbered PCs.

Client devices have a number of peripheral devices attached such as docking stations, monitors, keyboards, mice and various USB based devices. These devices are only replaced when they no longer perform their function sufficiently. Whilst they are not replaced according to a lifecycle, allowance needs to be made for replacements and unplanned (or unexpected) device failure. Tablet devices such as iPads, and Google Nexus devices are not widely available and only a small provision has been made to refresh those few devices that are in use.

MG client devices are currently running Windows 7 and this operating system will remain supported until 2020. This means that MG will need to develop a new Standard Operating Environment (SOE) in 2019. The new SOE will be based on a new version of the operating system and will require either a new Enterprise Agreement with Microsoft or purchase of new licences. This will be dependent on the number of client devices that still have a requirement for the Microsoft operating system and office products.

Consideration must also be taken for new oncoming or upgraded software that may may not be compatible with the existing devices or operating systems. Mission critical system upgrades may drive early change at the client device level.

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<b>Rationale:</b>	<p>There are three main reasons for this initiative:</p> <ul style="list-style-type: none"><li>• Ensuring the company continues to operate sufficiently to meet its obligations.</li><li>• Ensure that services to customers are maintained through accurate and timely services.</li><li>• Avoidance and/or minimisation of cost increases by lowering overall cost of client devices by introducing leaner devices with less dependencies on proprietary office software and operating systems.</li></ul>
<b>Timing:</b>	<p>This initiative will commence in 2018 and continue to roll out refreshed devices over a 6 year period (with 80% in the 2018 – 2022 GAAR period). In 2019 there will be effort required to develop a new SOE and to enter a new Enterprise Agreement.</p> <p>Rolling refresh of 16% of devices per year over a 6 year period.</p> <p>Q4 2019 develop a new SOE and enter a new Enterprise Agreement</p>
<b>Cost:</b>	<p>Total: \$1.25M (\$1.06M during the GAAR period 2018 – 2022)</p> <p>\$0.87M spread over 6 years for new devices and peripherals</p> <p>\$0.12M for development and implementation of a new SOE</p> <p>\$0.2M for new Microsoft software licences</p> <p>\$0.06M for management and administration</p> <p>No impact on ongoing IT operating cost is expected.</p>
<b>Notes:</b>	<p>All costs associated with the Client Device Lifecycle refresh are shared between UE and MG proportioned by staff numbers.</p> <p>Costs shown here are for MG only.</p>