

LONDON METROPOLITAN NETWORK

Process, Achievements and Deliverables



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NETWORK
Higher. Further. Faster.

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Introduction

- **Online backup and restore service is the first major service development for LMN**
- **The whole process has taken 2 years from initial idea to implementation**
- **In 2002 LMN undertook survey to establish member requirements**
- *• Online backup was No 1 requirement*
- **LMN Business Development Group championed the project**

The research & matching requirements phase

- **Extensive period of research**
- **Discussions with internal & external providers**
- **Established that we required an 'off the shelf' tried and tested solution**
- **A partner and not just a supplier**
- **Risk / reward relationship**

Match to requirements

Why InTechnology?

- **Provider of data storage solutions for over 20 years**
- **Expertise across a wide range vendors hardware & software**
- **Operates a partnership model**
- **Good pedigree of public sector clients DTI, NHS**
- **Good cultural fit**
- **Willing to participate in a pilot study with no promises**

Trials and adoption

LMN TG & BD Groups agreed trial should establish:

- **No degradation to the network**
- **Service managed in seamless manner**
- **Good value for money**
- **LMN adding value**
- **Data was secure**
- **Transition & implementation tasks could managed by institutions of all sizes**
- **Suitable service contracts agreed to be used as template**

Pilot Governance & Evaluation

- **Three month pilot agreed by board**
- **Installation of an inter-link**
- **London Business School & Birkbeck College**
- **Steering group set up with representatives of pilot institutions, LMN community, ITO**
- **Project initiation, objectives, critical success factors, risks identified , plans agreed**

Summary of outputs

- **LMN/Member contract & SLA**
- **Member/ITO contract & SLA**
- **Model test plans**
- **Model acceptance plans**
- **Performance Findings**
- **Cost Schedules**
- **LMN's Model Business Case**

Were the Objectives met?

Yes!

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Were the Objectives met (part 2)

- To meet the individual success criteria agreed with each institution *P*
- Can the service be provided within the agreed bandwidth parameters agreed *P*
- No impact on the LMN production network *P*
- Does the overall service represent better value for money delivered in the collaborative model *P*
- Robustness and reliability of service delivery (**under constant review**)

Conclusion

- **This was a very successful project**
- **LMN has developed it's first value added service**
- **LMN proved that it can provide opportunities of cost saving through collaboration and aggregation of demand for commercial services.**