



## **Overview**

Guidance Technologies were commissioned to compile a full IT review of an Academy based in North West London.

The school has around 1,200 pupils and 300 teaching staff.

Academy environment:

- 16 servers running a mixture of MS Server 2003 and 2008.
- 8 of these servers running in a virtual environment using VMWare.
- 4 servers acting as Domain Controllers.
- 400+ PCs running Windows XP Professional.
- 3Com and Cisco networking equipment.
- 6 ICT support staff in the team.

## **Solution**

We had 2 members of our technical team attend site for 2 days.

The engineers worked closely with the Academy's ICT support team to enable us to go through the systems as thoroughly as possible, making note of important details such as: age of hardware being used, best practice configuration on servers and networking equipment, suitability of hardware for the job it is carrying out, how the ICT helpdesk operate on a daily basis and review IT spend to find potential areas where costs can be saved.

The second part of the visit was to find ways in which the current ICT support function can operate more effectively and find out any issues that maybe outstanding and put measures in place to ensure these issues are dealt with.

We interviewed department heads as well as key personnel within the school to ascertain any issues currently being experienced by the teachers with regards to ICT. We also interviewed the ICT team to look at areas they wish to improve in and what, if anything they require from the teachers to ensure they are doing an efficient job.

As a result of this we produced a 68 page report with key issues for action. This included suggestions for increasing productivity and saving money.

The Academy has used our report in order to address key issues and to frame their longer term strategy for ICT.