

CASE STUDY

DEPARTMENT OF HEALTH AND CSC WORK TOGETHER FOR A GREENER FUTURE



INGENIOUS

Aligning the Green IT to the business agenda while achieving significant cost reduction.

PURPOSEFUL

CSC focused on maintaining the Departments leading position in Green IT with a view to sharing best practice with other departments and arms length bodies.

PASSIONATE

Having established a roadmap to reduce carbon emission by 40% the team did not stop there and continued to find another 20% of carbon reduction opportunity.

“CSC has delivered a complete and comprehensive view on how the Department of Health can address the challenge of the SOGE 2012 target to significantly cut the carbon footprint of the ICT estate; and the insight to enable the department ICT function to help make the Business Greener.”

Peter Baker Head of IS Service Delivery for DH

The Department of Health (DH) sets the standard for patient care and regulated health in the UK. One of their primary objectives is to ensure that the NHS and Social Care services provide a reliable and quality service to over 60 million UK residents.

The DH sponsors a number of Arm's length bodies (ALBs), which are stand-alone national organisations that work closely with the local NHS and social care services, to regulate the system, improve standards, protect public welfare and support local services.

The quality of service is judged firstly by the efficiency and effectiveness of the duties the NHS and Social Care carry out, and secondly by the value of care they provide. Value is another key objective for the DH that must ensure that their services positively affect the wider community and its environment, whilst setting an example for the bodies they regulate.

THE CLIENT'S CHALLENGE

The DH follows the framework for Sustainable Operations on the Government Estate (SOGE) regulated by the Sustainable Development Commission.

The Department was ranked as the top Government Performer with a score of 97% in the 2006/2007 SOGE Charts. New targets have been released for 2008/2009.

In order to meet these targets the DH must be 'carbon neutral' in their use of ICT by 2012, and were required to publish a Green ICT Action Plan by the end of 2008 showing how this will be achieved. By the end of 2009 this Action Plan must be extended to cover all ICT operations, including the end-to-end supply chain which must be operating on a carbon neutral basis by 2020.

One of the key issues the DH faces in meeting these targets is that the term 'carbon neutral' is not, at present, clearly defined. A clear definition of the term will be published by DEFRA (Department for Environment, Food & Rural Affairs) in 2009.

The primary challenge that the DH and CSC faced was to develop a comprehensive Green ICT Action Plan that could achieve carbon neutrality for the business without turning off the whole IS/IT Estate.

The second challenge was how to maintain the 'excellent' SOGE rating the Department had already been awarded. The DH has been recognised for progress in the reduction of carbon emissions from four key sites, and for innovative use of renewable energy sources.

In partnership with the Department of Health, CSC has met these challenges. The Green ICT Action Plan identifies the possibility for a 40% cut in carbon emissions within the ICT estate. More importantly this can be achieved with minimal impact to business operations. CSC identified a further 20% cut if the Department decides to take a more aggressive path.

The Department's goal is to meet the SOGE targets and become leaders in the field of Green ICT within central government in the UK.

Without the Green ICT Action Plan in place it would not be possible for the DH to operate ICT at lowest possible cost. Tony Gilbreath, CSC Consultant for the DH work, advises; "Ensuring operations are carbon neutral is effectively ensuring that the business is running at its most efficient. Green ICT is an area that should not be overlooked by any business".

Without this solution the Department could lose their leading position in the SOGE charts. As a Government body directly involved in the community and the environment the DH must support the UK Government's goal to achieve a greener future.

The Department of Health required a consultant with expertise in Green ICT that could work with them to develop a Green ICT Action Plan.

CSC is market leader in sustainable ICT and has embarked on an ambitious Carbon Management Program of its own to reduce carbon emissions by 20% across its own UK Property Portfolio.

“CSC provided practitioners with the necessary skills to deliver the project – both in terms of Subject Matter Expertise from a technical and sustainability perspective as well as the necessary business consulting skills to shape the solution.”

Peter Baker Head of IS Service Delivery for DH

CSC SOLUTION

CSC works collaboratively with clients to achieve targeted results that respond directly to the individual engagement brief.

Peter Baker Head of IS Service Delivery for the DH comments, “CSC quickly established a good relationship and rapport with our staff, were responsive to our needs and were able to respond authoritatively and quickly to our questions.”

The approach to the DH engagement was to conduct a project with three distinct phases; Scoping, Diagnostic and Design.

A Green Vision report was drawn up during the Scoping phase. The report incorporated the collective wisdom of the key DH stakeholders, including a representative of the sustainability function and CSC.

The baseline of the Department’s ICT carbon footprint was measured to be 2675 tons of Carbon Equivalent (expressed as CO₂) at this stage.

During the Diagnostic, CSC evaluated the maturity of the Department’s ICT against a set of green criteria with the CSC Green Diagnostic Tool. Unique to CSC, the tool is an analytical framework which supports the justification and planning of high impact improvements to the carbon footprint of an enterprise.

The results from the previous two phases were analysed and the Green ICT Action Plan developed in the final phase. The report contained four distinct workstreams:

- 1) *The Green Office for the Future*
- 2) *Green Business Enabling Infrastructure*
- 3) *The Department as a Knowledge Economy*
- 4) *Green Culture and Governance*

Together these workstreams will enable the Department to achieve the SOGE targets, meet the Government’s proposals and track the green impact of future projects.

The engagement deliverables included a Vision Report, Metrics Summary, Baseline Report and the Green ICT Action Plan. CSC was in a unique position to understand the DH business needs and have recommended key projects such as Desktop Virtualisation, Managed Print, IT Asset Lifecycle, Server Virtualisation and Mobile Solutions. CSC is also developing an internal reporting mechanism by which the department can rate the green impact of all future ICT projects.

BUSINESS RESULTS

The Green ICT Action Plan delivered a portfolio of over 30 carbon reduction initiatives to achieve a 40% reduction in carbon emissions from ‘in use’ ICT, with the potential to reduce this by a further 20%. In addition to helping the Department meet its environmental targets, the initiatives recommended by CSC could deliver an estimated cost saving of approximately £500,000 by the end of 2011 through reductions in energy consumption, hardware purchase and carbon offsetting expenditures.



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