

“Many Government and large Corporate organisations operate complicated private networks interconnecting multiple sites. Although inter-site connectivity is often provided by others, network management is provided internally and from time to time equipment needs to be refreshed.”

As an operator of a very large private network providing high availability connectivity to multiple and distinct user groups, the client embarked on a considered process to ensure that the multimillion dollar investment was both efficient and provided the optimal outcome for future needs. A key phase of the process was to undertake a detail review of both requirements and available market options to inform the procurement and delivery activity.

## The Business Challenge

A State Government Agency owns and operates a large WAN (>1000 sites) with switch infrastructure that had been operating for approximately ten years, and was reaching end of life. Due to the current equipment's age, supplier support and availability of spares would soon be unavailable. The client was in the early stages of planning for the considered replacement of Core and MAN infrastructure to maintain current performance and where possible enhance functionality. Gravelroad was engaged to undertake a review and planning process to enable the client to proceed to procurement and installation.

## The Gravelroad Solution

To enable the client to make informed decisions with respect to the Asset Replacement Program a planning exercise was completed in four stages:

- Recommend Network Solution,
- Market Sounding
- Develop Technical Specification, and
- Develop Project Plan.

To develop a preferred network solution Gravelroad undertook an extensive stakeholder engagement process to gather the future service strategy and performance expectations of the network users, agencies future goals in terms of operational approach and identification of future strategies in terms of Data Management including options for storage virtualisation.

On behalf of the client and using the information gathered in terms of future requirements a market sounding was

undertaken with major equipment suppliers to ascertain their capability to provide a solution. The results of the market sounding and Gravelroad's knowledge were used to inform the client in terms of overall value and preferred procurement model.

The gathered requirements were then transformed into a Technical Specification ready for the client to approach the market for supply. The technical specification encompassed business objectives, context, process and timing, scope of works and detail technical requirements.

The final deliverable was a Project Plan framework which encompassed the procurement, delivery and transition to allow respondents to develop a detailed project plan within their response. The draft Project Plan addressed many facets including procurement cycle, embargo period restrictions, resource requirements for both vendor and client, risk management, testing commissioning and handover requirements, training and documentation.

## The Outcome

Gravelroad undertook the analysis as described and provided alternative options to client with recommended solution. Post our work on the project the client has proceeded with the works and is now in the implementation phase.

## Related Work

Multiple similar ICT projects have been completed by Gravelroad producing procurement plans Requirement Specifications and assisting with tender evaluation and commercial negotiations across various.

Gravelroad is an independent professional change management consulting firm with a difference. What sets us apart is our customer centric culture, which drives our collaborative approach. The combination of our teams' deep and practical industry experience, our ability to work in close partnership with our Clients, and our independence from any one solution, enables us to provide Clients with advice that is aligned to their strategic direction.

*.. early stages of planning for the considered replacement of Core and MAN infrastructure ..*

### SERVICES

Project Planning  
Market Scanning & Engagement  
Requirements Specification  
Analysis and Evaluation