

# Transformation Case Study

**Stretching from Gloucester to Windsor, Devises to Oxford and everywhere in between, South, Central and West Commissioning Support Unit is one of the largest commissioning support units in the country. BDS Solutions were engaged to provide the Active Directory forest that would become the central point for IT operations for the central point for IT operations for the new organisation. Following requirements analysis for the new forest, BDS prepared the network and deployed the domain controllers in readiness for the migration of computer and user resources from the outgoing PCTs.**

Concurrent with the migration of user and computer resources to the new domain, Windows XP client computers were required to be upgraded to Windows 7. As agreements with existing PST service providers were coming to a close, there was need to establish upgrade and migration procedures quickly. BDS consultants established a central server equipped with Microsoft's Active Directory Migration Tools (ADMT 3.2) and Deployment Toolkit (MDT 2010).

Requirements for the Windows 7 image were established resulting in the compilation of a reference image that would be inherited and customised to provide deployment images for each organisation. This included accommodating Windows 8 Pro mobile device management and establishing group policies for securing these devices.

Following the compilation and testing of the Windows 7 media, the procedures for the upgrade and migration were prepared for handover to local desktop engineers. With resources from 7 organisations being merged, there were challenges to ensure the appropriate naming of users, groups and computers to ensure uniqueness and to achieve compliance with policies for the new CSU domain. BDS consultants prepared custom migration routines that reliably renamed groups and users during the course of the migration to ensure consistency with the new domain policies.

Prior to commencing the upgrade and migration of the 100 accounts and associated computers from the first organisation, there were additional network services that had to be deployed.

BDS consultants implemented Web Proxy server, Microsoft BitLocker Administration and Monitoring (MBAM), Citrix XenApp and configuration of legacy Print Services running under Hyper-V. Additionally, a SharePoint 2010 server farm was migrated to a new virtual infrastructure running under VMware.

Network bandwidth constraints identified during pilot testing revealed issues with user file system access. To overcome these constraints, BDS implemented Windows Distributed File Services (DFS) permitting data to be committed locally and synchronised to the central datacentre at the time of lower contention. Windows Server updated services (WSUS) were configured similarly to reduce the impact of operating systems upgraded being drawn-down from the central WSUS server.

The preparation undertaken by BDS consultants enabled the first of the PCT organisations, Berkshire PCT, to be successfully migrated in advance of the cessation of the IT contracts. Senior staff within the CSU recognized the value that BDS brought to what was a complex exercise that established the approach to migrating resources from the remaining organisations in to the new CSU forest.

**"The challenge of forming the new Active Directory domain, reliably migrating resources and ensuring our customers received continuity of service was daunting. BDS provided the much needed navigation and their work has been universally commended within the organisation."** Associate Director of Technical Services

For more information please contact BDS Solutions on **01884 33440** or visit **bds-solutions.co.uk**

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