



Comhairle Contae Chorcaí

Cork County Council

CASE STUDY - ODYSSEY APPLICATION

**CORK
COUNTY
COUNCIL**

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INTRODUCTION

The Odyssey System, developed by Cork County Council, has streamlined the processing of planning applications and is intended to set a National benchmark for the processing of planning applications for other planning authorities in Ireland.

Cork County Council engaged OpenSky to future proof its current Odyssey web application and backend database. This was achieved by way of Server Software Upgrade and a System Migration enabling the Odyssey web application to continue to deliver business critical services with optimal compliance and security.

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SITUATION

Cork County Council requested OpenSky to carry out a technical review of the Odyssey system, with a view to future proofing the system against security threats, while identifying potential enhancements based on more up to date Microsoft software technology.

The Odyssey system had been running on a combination of Microsoft Windows and SQL Server versions 2008, the support of which was ending in January 2020. This was a pivotal factor in the decision to upgrade the system to mitigate the risks associated with hosting a business-critical application on legacy software.

In order to deliver the highest priority elements of the migration as quickly as was safe to do, it was agreed to divide the project into phases.

The objective of the 1st Phase was to deliver a fully migrated, functional and secure Odyssey web application by way of Server Software Upgrade and System Migration. This has been completed and delivered successfully as detailed in this case study.

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SOLUTION OVERVIEW



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ORGANISATION

Cork County Council

CUSTOMER PROFILE

A public service organisation that operates to support the core pillars of modern society. Cork County Council is responsible for providing a diverse range of services to the citizens of Cork.

- Housing/Community Services
- Roads/Motor Tax
- Planning
- Arts/Heritage/Culture
- Business Support
- Environment

INDUSTRY

Government/Public Services

COUNTRY/REGION

Ireland



BUSINESS CHALLENGE

The Odyssey system had been running on a combination of Microsoft Windows and SQL Server versions 2008, the support of which was ending in January 2020. This was a pivotal factor in the decision to upgrade the system to mitigate the risks associated with hosting a business-critical application on legacy software.



SOLUTION DESCRIPTION

Deploy new servers with up to date versions of MS Windows and SQL Server Software. Migrate the Odyssey production and test applications to a fully supported and compliant server software configuration.



BENEFITS

Security

Fully Compliant

Scalable

Improved System Performance



KEY SERVICES

Consultancy and Business Analysis

Software Development

Data Migration Services

Solution Design



TECHNOLOGIES

Windows Server 2017

SQL Server 2017

SOLUTION & FEATURES



NEW SERVERS WITH UP TO DATE VERSIONS OF MICROSOFT WINDOWS AND SQL SERVER.



THE NEXT PHASE (PHASE 2) WILL MIGRATE THE ONLINE SUBMISSIONS SERVICE TO THE SAME NEWER MICROSOFT SERVER VERSIONS.



THE MIGRATION OF THE ODYSSEY TEST AND PRODUCTION APPLICATIONS TO A FULLY SUPPORTED AND COMPLIANT MICROSOFT SERVER SOFTWARE CONFIGURATION.

A review was carried out for each component of the current Odyssey web application and backend database to make recommendations for how best to structure the upgrade with minimum disruption to Cork County Council's business operations.

These recommendations were grouped such that the critical core components of the Odyssey Web Application and the Database could be addressed immediately with less critical components to follow later.

Phase 1 involved a migration of the core Odyssey web application and databases to new servers that were running newer versions of Microsoft server software.

Migration projects tend to be risky where there are many integrations to other systems so collaboration between Cork County Council and OpenSky was key to the success of the project.

Downtime was kept to an absolute minimum throughout, and when required for testing purposes it was scheduled at optimal times and out of hours to minimise disruption to business operations and delivery of services.

THE NEXT PHASES

Phase 2 consists of migrating the Online Submissions component to the same newer versions of underlying Microsoft server software on new Online Submissions servers which will be located in the Cork County Council network's demilitarized zone (DMZ).

Phases 3 & 4 recommendations target upgrade of the versions of third-party components software within the Odyssey application and related software.

BENEFITS



100% SECURE



SCALABLE



FULLY COMPLIANT



IMPROVED SYSTEM PERFORMANCE

Maintaining web applications and associated databases on supported versions of Microsoft Windows Server and Microsoft SQL Server platforms was extremely important from both a security and supportability standpoint.

For Cork County Council it was imperative for the Odyssey web application to be operating in a minimum risk environment.

Microsoft Windows and SQL Server 2017 are fully compliant & secure and will receive ongoing patching by Microsoft to prevent security and data breaches.

Upgrading/migrating to these server software versions also provided enhanced system performance for web applications.

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TESTIMONIAL

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“Odyssey is a critical system in Cork County Council’s Planning application suite. Security, reliability and performance of the system are crucial to the Business. The services provided by OpenSky were key to ensuring a smooth transition to the new servers with minimal impact to the Business. From the get-go, their dedicated team worked in close collaboration with our ICT staff culminating in a well-planned migration and successful outcome, which ensures Odyssey continues to perform with optimal compliance and security.”

KAY O’KEEFFE

IS Analyst Cork County Council

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