

**Report of Chief Officer (ICT)**

**Report to Member Management Committee**

**Date: 12<sup>th</sup> November 2013**

**Subject: Members ICT Upgrade Project**

Are specific electoral Wards affected?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, name(s) of Ward(s):		
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, Access to Information Procedure Rule number:		
Appendix number:		

**Summary of main issues**

- 1 A project has been undertaken over recent months to upgrade the ICT service provision and to refresh the equipment offered to Members.  
  
This has resulted in better options to assist Members in the various ways they choose and need to work as well as reducing the costs of service provision. It has also provided a platform to offer further technical changes going forward.
- 2 The project has highlighted a couple of areas for which guidance is sought:
  - The use of Council-provided tablets when abroad
  - The revised ICT support arrangements
- 3 A survey of Members has been undertaken to understand whether the changes have had the intended effect

**Recommendations**

- Members Management Committee is recommended to accept the conclusions of this report.

- The Committee is asked to advise on the options around the use of the Council-provided tablet when abroad
- The Committee is also asked to support the appointment of a dedicated ICT Support Officer role but that the Out of Hours support arrangements which were in place to assist in the transition during the Members ICT Upgrade Project should be discontinued.

## **1 Purpose of this report**

- 1.1 The purpose of this report is to provide the Committee with a summary of the Members ICT Upgrade Project and to seek a view from Members on the following areas :
- The use of tablet device abroad, and,
  - The ICT support arrangements for Councillors

## **2. Background information**

- 2.1 Leeds City Council provides elected Members with applications and services to enable them to carry out their duties both within the Council and on behalf of their constituents.
- 2.2 The Members Upgrade project was designed to offer Members better options around the provision of those services whilst reducing the overall costs to the Council.
- 2.3 The offering was worked up in conjunction with the Members ICT Working Group and was agreed by this Committee at the January meeting.
- 2.4 Underpinning the Members ICT Upgrade Project, the ICT in the Group Offices and other areas of Member support were simultaneously upgraded under the Council's Essential Services Programme thereby ensuring that both Members and their supporting officers were using similar equipment and software.
- 2.5 The project was well managed and was delivered within timescales and to budget.
- 2.6 Familiarisation sessions for Members were arranged at locations including Civic Hall and Morley Town Hall and they were well received and appreciated by the Councillors who attended. Also information provided allowed Members to make informed choices about their new equipment.
- 2.7 There was a high level of personal support to Councillors at all stages of the project especially during the transition period and set-up through the 'home' visits.
- 2.8 The upgraded equipment has provided a platform for additional developments to further enhance the way that councillors are able to work. Many of these developments will result in further savings to the Council.

## **3. Main Issues**

### **The roll-out of replacement equipment**

- 3.1 As reported previously, the principal revenue savings attributable to the project are based on the removal of Council-provided ADSL connections to Members homes and by withdrawing the supply of Council PDA devices to Members.
- 3.2 All of the Council-funded ADSL lines to Councillors homes have been discontinued and alternative broadband connection arrangements are in place. Members are now responsible for the connectivity from their own homes via private suppliers.
- 3.3 Members were provided with a choice of upgrade equipment, namely a council-provided tablet, an upgraded laptop or facilities to use their own equipment. Around 30% of Members chose the council-provided tablet option, 57% selected the laptop and 12 Members are using their own equipment. The project has been completed within timescales and to budget.

### **Council Tablet Usage Abroad Guidelines**

- 3.4 The tablet devices provided to councillors are dealt with on a Bring Your Own Device type basis in terms of the software installed and the security and information governance arrangements.
- 3.5 However, the device allows connectivity from other locations where a wifi service is available and they also have a 3G SIM installed.
- 3.6 There is a monthly data allowance of 2GB when using the device in this country, the charges for which were included in the original business case. Members will receive notifications to the device if they approach the monthly limit. Naturally if the data limit is reached the device can continue to be used via wifi (where available).
- 3.7 It is now recognised that some members may choose to use their tablet whilst abroad. The document attached at Appendix A outlines the current guidance on using the device abroad. Principally, the guidance recommends to turn off the data roaming function when not in use to avoid inadvertently incurring data charges and that wherever possible, free wifi should be used for connectivity.
- 3.8 The document also outlines what to do in the event that the device is lost or stolen.
- 3.9 The standard data charges around using the tablet abroad are 100MB within Europe and 50MB outside Europe. The cost for this is £40 per month for each month in which it is incurred. Again, notifications will be provided to the device as the data limit is approached.
- 3.10 The devices provided are capable of accessing a variety of content, including activities such as video streaming. Such activity uses significant amounts of data very quickly therefore the recommendation is that the device should be used for such purposes when connected to the internet over wifi rather than 3G.
- 3.11 It is not anticipated that the data limits indicated above would need to be exceeded in undertaking Council business if the principle of “wifi-first” is adopted.

3.12 A view from Members is therefore sought around the use of the Council-provided tablet whilst abroad, and in particular around how the associated data charges should be met. The options are as follows:

- Councillors do not use devices abroad
- Council pays for the standard monthly charge as outlined above in order for Members to manage their Council business with the Councillor being recharged for any additional data costs
- Council meets the full cost of the use of the device abroad
- The individual Member is recharged the full cost of using the device abroad

### **Review of Support Arrangements**

3.13 The current support arrangements for elected Members are that from 8:00 until 17:30 each week day, the dedicated members ICT support telephone number (0113 247 4866) is staffed by the ICT Service Centre.

3.14 Outside of these hours, the support number is answered by officers who work within the Network Management Centre (NMC). The aim at all times is, wherever possible, to resolve the issue at the first point of contact.

3.15 The same level of 2<sup>nd</sup> and 3<sup>rd</sup> tier support is not available outside standard hours (partially because key elements of the service e.g. hardware support, are provided by Third Party suppliers). Where an issue cannot be resolved, the NMC Officer raises a Service Desk call on behalf of the Councillor for it to be progressed by colleagues the following morning.

3.16 The out of hours support arrangements are available except between 19:00 on a Saturday evening and 08:00 on Sunday morning (when efforts are concentrated on duties associated with the main weekly processing and back-ups) and over Bank Holidays.

3.17 In addition to these arrangements, the Drop-In Centre on the Second Floor Link Corridor is available between 9:00 and 16:00 Monday to Friday.

3.18 Members can also register their mobile telephone number to be notified by text message of any generic incidents or outages which may impact on their ICT service.

3.19 For the duration of the project, these support arrangements were supplemented by a dedicated officer undertaking the configuration and roll-out of devices and providing first line support via the Drop-In Centre within the Civic Hall.

3.20 Support was enhanced further by providing technical support in the evening to assist during the transition period. This support was provided by making overtime payments to officers undertaking this role.

- 3.21 During the period May to October 2013, the on-call technical support fielded 12 out of hours calls from Councillors. 11 of these calls could be categorised as “transition issues”, i.e. dealing with matters pertaining to the upgrade process itself. The other call related to a Councillor who was still on the pre-upgrade set-up.
- 3.22 The costs of providing this enhanced out of hours support on a permanent basis is around £20K per annum and given the small number of support calls raised, does not represent good value for money.
- 3.23 Of greater benefit is a continuation of the role of a named technical officer to assist with future developments as well as providing an improved business as usual ICT support service
- 3.24 It is envisaged that the role would provide a link between ICT support and Group Offices to assist more readily in communications and advice around ICT changes and issues, as well as inventory maintenance and providing a single point of contact around problem resolution.
- 3.25 It is anticipated that the officer would also manage the ICT element relating to incoming and outgoing members, in particular around Elections. Previously this is a role which a dedicated project officer would have undertaken.
- 3.26 There is no dedicated budget for this but a view from Members would be welcomed on whether this is something which would be they feel would be beneficial. To facilitate would require an uplift of any existing role from a Senior Officer to a Principal Officer post at a maximum cost of £5K p.a.

### **Members post-roll-out survey.**

- 3.27 Whilst anecdotal feedback has been extremely positive, Members have been surveyed to determine whether the intended aim, of better supporting Members in the way they choose to work through upgraded ICT equipment, has been achieved.
- 3.28 At the time of writing it is close to the end of the project and additional responses are expected. However, based on the responses received thus far, the early indications are that Members are comfortable with the revised arrangements and are happy with their new equipment.
- 3.29 A couple of Members have commented that they require additional support in transitioning to using the new software etc. We have sign-posted those Members to additional training resources.

## **4 Corporate Considerations**

### **4.1 Consultation and Engagement**

4.1.1 A number of techniques (including surveys, site visits and meetings) were utilised to assist in developing and defining the service offerings as part of the Members ICT Upgrade project.

4.1.2 Officers worked with the Members ICT Working Group in the development of these offerings.

## **4.2 Equality and Diversity / Cohesion and Integration**

4.2.1 The flexibility of the options means that each individual Councillor can choose from several offerings, the one which best suits his / her needs.

4.2.2 Accessibility hardware and software has been made available with all options and consultation has enabled informed choices to meet individual needs.

## **4.3 Council policies and City Priorities**

4.3.1 There are no implications

## **4.4 Resources and value for money**

4.4.1 The refresh of equipment, together with the removal of both the broadband service and PDAs will result in reduced on-going costs to the Council for the ICT support to Members.

## **4.5 Legal Implications, Access to Information and Call In**

4.5.1 There are no Legal Implications resulting from this report.

## **4.6 Risk Management**

4.6.1 There are no risk management considerations resulting from this report

## **5 Conclusions**

5.1 The current Members ICT estate has been upgraded alongside the Council's Essential Services Programme.

5.2 The removal of the Council-provided broadband to Members homes and the withdrawal of PDAs will represent a saving to the Council.

5.3 Members have moved to more modern technology offerings that will enable them to work in the way in which they choose to conduct their Council business now and going forwards.

5.4 The changes have necessitated a decision to be made around the use of Council-provided tablets abroad and in particular around how any associated costs should be met.

5.5 The conclusion of the project also means that there will be a change of ICT support arrangements.

## **6 Recommendations**

6.1 Members Management Committee is recommended to accept the conclusions of this report.

6.2 The Committee is asked to advise on the options around the use of the Council-provided tablet when abroad

6.3 The Committee is also asked to support the appointment of a dedicated ICT Support Officer role but that the Out of Hours support arrangements which were in place to assist in the transition during the Members ICT Upgrade Project should be discontinued.

## **7 Background documents**

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## Using your Leeds City Council iPad abroad

If you are intending to use your iPad abroad then it is important you follow the steps detailed below. Failure to do so could incur significant costs for both Leeds City Council and yourself as the person responsible for the device and its use.

- 1) Contact Damovo at least a week in advance of your visit to discuss your destination and your requirements. You can call them on 014030244221 or 158 from an o2 connected handset. *(Please note, Councillors should contact Democratic Services instead of going direct to Damovo)*
- 2) Whilst abroad, by default you should turn off Cellular data on your iPad to ensure your device doesn't incur international roaming charges. To do this:

On the iPad, tap **Settings > Mobile data**

Ensure **Data Roaming** is set to 'Off'



Now turn **Mobile Data** to 'Off'



Your LCC iPad can now only send and receive data over WiFi. You will need to obtain access to a public WiFi network e.g. coffee shop or hotel.

If there is no WiFi available and you have an urgent need to send/receive data from your iPad you will need to turn Mobile Data and International roaming back on. Your iPad should then automatically connect to your provider's international partner.

Avoid downloading attachments where possible, keep web use to a minimum and don't visit websites such as YouTube that stream large amounts of data. Once you have finished your council business, turn them both off again and return to using WiFi.

Additional information regarding international roaming can be found on Apple's website here.

<http://support.apple.com/kb/HT1807>. It is advisable to have a copy of this information saved to your device or printed out for guidance if needed.

