

Report of Head of Digital Change, Digital and Information Service

Report to Member Management Committee

Date: 16th July 2021

Subject: DIS Offer for Elected Members

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
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? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

1 Purpose of this report

- The purpose of this report is to present a proposal of a revised Hybrid ICT offer to Elected Members

2. Background

2.1 Before the pandemic, Elected Members' workstyles were profiled, to determine the DIS offer and investigate any issues with current provisions. Consultation activities included shadowing of Elected Members in office and out of office settings, as well as in formal council meetings and non-formal meetings. It also extended to interviews and included discussions with appropriate officers who provide support.

2.2 The pandemic brought changes in the ways in which Elected Members had to work, with an increase in home/remote working. Elected Members were able to adapt and use technology to facilitate this, including online meeting and hybrid meeting technologies. Several devices and associated kit, such as screens, keyboards and mice were distributed throughout the pandemic to enable the transition to home and remote working.

2.3 The current DIS offer to the 99 elected Members has moved in line with the flexible working platform 'Changing the Workplace', where Members have the choice of a laptop or an iPad, supported by the offer of the 'Bring Your Own Device' configuration on a phone or tablet. Although new Members historically were able to choose their device, typically this choice was given at the start of their term, meaning work patterns had not yet been established. Opportunities to change to meet changes in requirements, preferences or circumstances were not optimised. Within the current Digital and Information hardware and software offer, there are different options, meaning also that a standardised and consistent way of working and support has not been possible.

2.4 The current estate of devices used by Elected Members are all up to the latest specification and models that DIS has. It is proposed that Elected Member devices are replaced where there are

technical faults, or where the device has reached the age where it is required to be replaced as part of the Councils Refresh programme.

2.5 As working practices have now evolved in line with the pandemic, the proposed recommendation from DIS is that the Council standardise on a Hybrid device as the most suitable for Elected Members, to suit the way in which they choose and need to work and will enable an experience of:

- **Flexibility** – the hybrid device is a laptop *and* a tablet and transforms easily between the two, meaning that the same device can be used in different configurations according to preference and circumstance. Members still have a physical laptop, but can flip the keyboard, use touchscreen, and can write – the Active Pen and OneNote enables the feel of the pen and paper approach and it great for reviewing papers. This will assist Members to be ambassadors of Digital Leadership.
- **Accessible** - Members will be able to use this hybrid device as their default device, which will be fully supported by DIS and remove the need to provide bespoke support on multiple of devices that has contributed to a sometimes-poor user experience. It is anticipated that this will provide a better way of working in a post-Covid19 world.
- **Portability** – it is light; enabling easier movement between sites and locations, and notes can be taken on the go straight on to the device, rather than writing on to paper then re-typing notes.
- **Adaptability** - in an office environment (both home and within Council buildings), it is a laptop and can be used with a council standard monitor and keyboard set up (A usb-c to usb multi-socket is provided to enable this). In meetings or, for example, on a home / community visit, it is an easy-to-use touchscreen tablet and creates less of a barrier in face-to-face situations.
- **Power** - The extended battery life of these devices enables Members to work more effectively in a mobile way for longer periods.
- **Mobility** -The hybrid device can facilitate Mobile data usage, enabling Members to work in any location where there is not a network connection or Wi-Fi available, but this feature is reliant on a reliable mobile network signal.
- **Security** - The hybrid device will be a managed desktop offer and therefore will have all appropriate corporately tested applications installed by default. The offer is designed to meet PSN (Public Sector Network), Cyber Security and information governance requirements.

2.6 The device will also enable DIS to:

- Develop a standardised, robust, and sustainable managed offer that meets Member's workstyle requirements without the need to compromise on functionality, accessibility, or security.
- Provide a future-proofed way of working in line with the digital workplace, to meet the divergent needs of members according to preference and circumstance.
- Provide devices in line with the Council's infrastructure and underpin the Council's strategy to move to the Cloud in the future.
- Provide a clear training programme and a standardised support model to make sure investment into devices is optimised.
- Meet accessibility needs.
- Provide this revised offer to help Member Management Committee in achieving the previously agreed ambition of members going paper free

2.7 Alongside the proposal of a hybrid device, DIS are also working on a new desktop BYOD (bring your own device) offer, available to Elected Members, which will include a wide range of applicable devices, giving increased flexibility for the technology that can be used to connect back to the Council network. This is designed to assist those Members who choose not to take up the offer of the hybrid device.

2.8 DIS are also working on the delivery of Microsoft 365 to Elected Members. Plans for the DIS offer will be formed in conjunction with the adoption of M365. The rollout of M365 will deliver the following;

- Exchange Online (mail in the cloud)
- Office Pro Plus (office suite in the cloud)
- Intune for Mobile (replacement for MobileIron & current BYOD offer)
- Teams Voice (replacement for Skype Voice)

- Collaboration and Automation tools
- One Drive (personal storage in the cloud)

2.9 DIS acknowledge that an area needing further consideration is Members' home printing arrangements. DIS are proposing undertaking a review alongside the proposed offer, regarding the Members' home printing requirements and expectations around the provision of this. It is noted that through the Members' allowance scheme, it is acknowledged that each Member is entitled to ICT equipment to be used in their home to assist in the discharge of their functions as a Councillor.

2.10 During the pandemic, the provision of how ICT support is provided has changed dramatically. This has given DIS the opportunity to review how support will be provisioned in the future, as working styles change. Dedicated ICT support will be provisioned for half a day per week at the Civic Hall, in a drop in fashion. However, if on-site support is needed outside of the dedicated time, support can be provided over the phone, or an officer will be made available to come and provide support at the Civic Hall. The on-site support team can also be available at the Civic Hall where there are key meetings for Elected Members. This provision can be agreed in advance of key meetings that would benefit from this. These changes to ICT support have been designed with the changes to working processes in mind as well as the requirement to save money and resources.

3. Main Issues

- 3.1 Working styles and devices may take time to adjust to, so investment and commitment to training if needed is essential for a new offer to realise its potential.
- 3.2 Commitment to paperless working is required to maximise the benefits of the revised offer.
- 3.3 Due to the pandemic, the global lead time of the provision of the devices has significantly increased.
- 3.4 The proposed move to a managed desktop for all Members will remove the need for bespoke members support, thereby reducing overall support and device costs.
- 3.5 Supporting the Green Agenda and ambition of Member Management Committee in achieving the previously agreed ambition of members going paper free, whilst allowing improved access to digital agendas and committee papers and supporting documentation.

4. Corporate considerations

4.1 Consultation and Engagement

Before the pandemic, Elected Members' workstyles were profiled, to determine the DIS offer and investigate any issues with current provisions. Consultation activities were done as part of best practice, including shadowing of Elected Members in office and out of office settings, as well as in formal council meetings and non-formal meetings. It also extended to interviews and included discussions with appropriate officers who provide support.

A number of Elected Members have also trailed hybrid devices during the pandemic, where positive feedback has been received, which has led to the proposals that are being recommended.

4.2 Equality and diversity / cohesion and integration

- 4.2.1 There are no equality and diversity or cohesion and integration issues arising from this report, although development and training offerings will be mindful of any assistive technologies which individuals may require.

4.3 Council policies and City Priorities

- 4.3.1 There are no specific implications for council policy in relation to this report, however by changing the ways in which Members access DIS facilities, it will be possible to work in an

increasingly mobile way, reducing travel needs and reliance on printing. These will support the Council's environmental policy objectives.

- 4.3.2 Any replaced IT equipment will be recycled where possible and, where necessary, disposed of in accordance with the Council's IEEE policies.
- 4.3.3 This report contributes to the City and Council's Health & Wellbeing and Climate Emergency ambitions, by supporting Members in new ways of working in an efficient, enterprising, and healthy organisation, including remote and mobile working.
- 4.3.4 This report contributes to Sustainable digital Infrastructure, strengthening digital inclusion and leadership.

4.4 Resources, procurement, and value for money

- 4.4.1 The proposals set out in this report will see the return of investment realised in a move to a unified service offer, that allows increased mobile working and further digital infrastructure to support Member Management Committee in achieving the previously agreed ambition of members going paper free.
- 4.4.2 The proposals set out in this report set out a smart investment into technology which will provide better long-term solutions and support for Elected Members, rather than continued investment into a myriad of hardware and software solutions that are difficult to maintain and support.

4.5 Legal implications

- 4.5.1 Proposals will be mindful of relevant legislation around Security provisions, licensing arrangements to protect both the individual member, the organisation, and the personal and sensitive information that they utilise on behalf of citizens.

4.6 Risk management

- 4.6.1 There are no significant risks arising from this report, however the proposed offer to Members is reliant on the lead times for the devices, investment of time to learn and use the device, plus the robustness of the Council's ICT infrastructure.
- 4.6.2 It is also reliant on Members approving the use of the Hybrid device as their only Council supported device. Members will still be able to access Email and calendar services on their own devices on the Bring Your Own Device offer, however only limited support will be available as the Council has no control over the configuration of 3rd party devices.

5 Conclusions

- 5.2 Given the changes to working patterns, it is appropriate for Members to review current working practices to align with a proposed unified device offer to enable increased support, maintenance, access to information and access to training. This unified way of working has been in operation for over 14,000 Council Staff, supported by DIS.

6 Recommendations

- 6.2 Members are requested to comment on the proposals set out in this paper around the provision of a new Digital offering.
- 6.3 Members are requested to comment on the proposals to move to a unified supported model and remove the current bespoke offer that includes multiple models of device as they come to end of life.
- 6.4 Members are requested to buy into the proposed digital transformation to support the previously agreed ambition of members going paper free.
- 6.5 Members are requested to note the proposals regarding the provision of ICT support at the Civic Hall

7. Background Documents

- 7.1 None.