# Leeds
## CITY COUNCIL

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**Report of Head of ICT and the Chief Democratic Services Officer**

*Member Management Committee*

**Date: 12<sup>th</sup> September 2006**

**Subject: Members ICT Upgrade Programme**

| Electoral Wards Affected: | Specific Implications For: |
|---|---|
| | Ethnic minorities ☐ |
| | Women ☐ |
| | Disabled people ☐ |
| | Narrowing the Gap ☐ |

## Executive Summary

Corporate ICT are keen to progress with the scoping of the Members ICT Upgrade Programme which will:

- provide members with increased functionality through the use of new technologies to more effectively support Members in conducting their Council business;
- remove the old technology which underpins the current Member ICT infrastructure;
- avoid additional costs of renewing leases on parts of the old infrastructure;
- provide better and lower cost support arrangements.

In order to progress with the scoping of the Programme, the issues surrounding Members' personal use of ICT need to be resolved.

The suggestion is to provide two options that individual members can choose from, for ICT service provision:

- **Option 1 -** Standard Corporate desktop that provides the applications necessary for the Member to conduct his or her Council business.

- **Option 2 -** Offer a grant to assist a Member in purchasing their own ICT equipment and then make an annual payment to the Member as a reasonable contribution to the costs of the ICT arising from the Member conducting Council business.

**1.0     Purpose Of This Report**

1.1     Corporate ICT are keen to progress with the Members Upgrade programme as soon as possible in order to avoid incurring additional costs to the Council. In order to progress with this a decision is required on the options provided in this paper in relation to personal use.

**2.0     Background Information**

2.1     During the past two years a significant programme of works has been undertaken to upgrade and rationalise the ICT infrastructure across the Authority (commonly referred to as NIP or the Network Infrastructure Programme).  The primary benefits of this have been to improve business continuity, with a more stable platform, providing additional functionality, thus increasing productivity and reducing support costs.

2.2     Much of the infrastructure which Members' access is old technology which is becoming unsupportable.  Due to this there is an increased risk of permanent failure and loss of service.

2.3     Currently Members are provided with Council PCs with Council software but have been allowed open access to load their own software and use their own peripherals (e.g. digital cameras).  There have also been examples where Members have loaded software or made changes to PCs which has resulted in support calls being raised to restore the equipment to a working condition.  The support costs for this has been increasing due to the increasing complexity of ICT software solutions and it is estimated that up to 30% of all support calls relate to personal use by Members, their family or friends.

2.4     On 18<sup>th</sup> October 2005, Member Management Committee received a report detailing a number of difficulties arising from the lack of clear guidelines with regard to what may be considered to be appropriate personal use of Members' home based computer equipment, and resolved that officers prepare clear guidelines.

2.5     On 25<sup>th</sup> November 2005, the Standards Committee considered the same report. The Committee expressed the view that it was the appropriate body to approve any such guidelines in so far as they are relevant to Member conduct issues, and resolved that a further report detailing draft proposals be brought back for its consideration.

2.6     This would therefore indicate the following decision route:

- Proposals to be submitted to the Member Management Committee for comment.

- Proposals to be submitted for approval by Standards Committee in relation to the implications for Member conduct issues.

- Proposals to be submitted, as appropriate, for approval by the Executive Board or by the Director of Corporate Services acting under delegated powers.

2.7     The current arrangement of charging Members £50 per annum for personal use of their LCC provided computer equipment is as stipulated within the Members' Allowance Scheme. Any change to this arrangement would have to be considered

by full Council as an amendment to the Members' Allowances Scheme, having first invited recommendations from the Independent Remuneration Panel.

2.8 On 29th June 06 Member Management Committee received a progress report and resolved that the Chief Democratic Services Officer should meet with each Group Whip in developing the draft proposals and that the resultant document should be brought back for consideration to a future meeting of the Committee.

2.9 The Chief Democratic Services Officer has commenced meeting with the Administration Whips to discuss personal use. It has become apparent that it would be difficult to achieve consensus around a single option. However, from the various discussions that have now taken place with Whips it has been possible to develop two options which cover the majority of views as outlined below.

2.10 It is now more urgent to move more quickly to achieve a resolution on the personal use issue due to technical and financial considerations in progressing with the Members ICT Upgrade. It is difficult to be clear about the full cost saving to the Council of the Members ICT upgrade as it depends partly on how many Members select Option 1 and Option 2 (described below). However significant financial savings can be made in the following areas:

- ICT Services currently support 2 separate ICT infrastructures. Part of the cost of providing a separate infrastructure for Members includes supporting 14 file servers which after the Members upgrade can be decommissioned. The cost of supporting each of these servers is around £2,000 per year together with a further £30,000 for a full-time equivalent member of staff who could be otherwise deployed. Hence the total saving to the Council would be in the region of £60,000 per year. These servers are also based on older technology and are therefore less reliable than their upgraded counterparts.

- Members are currently on different email servers to officers. These servers are leased rather than owned by the Council. Moving Members on to new email servers would constitute part of the Upgrade programme, which, in addition to providing increased stability and functionality, would also realise a monthly saving of around £3,500 in lease charges to the Council.

- The cost of providing front-line support to Members is around £400 per desktop, compared to £70 per desktop for officers. This is largely due to the ratio of officers to users and the need, in the case of Members, to home visit to provide support. This does not take into account the "out of hours" support service currently provided to Members. The new post-upgrade environment enables support staff to resolve an increased number of technical problems remotely, negating the need for a visit to site. For post-NIP users 55% of support calls are currently resolved by the ICT Service Desk at the first point of contact thereby providing an enhanced, more cost-effective service.

- The Network Infrastructure Programme which included the rationalisation of support costs and standardisation of equipment and software resulted in a £275,000 saving to the Council in the 2005/06 financial year

- A decision by mid-October would allow the Members' ICT Upgrade Programme to be scoped and delivered by the end of the current financial year.

**2.11    Option 1 – Council PC or laptop for Members who only need a PC for Council use**

  ➢ For this option, the Member would be restricted to using their council-provided hardware and software to conduct their Council business.

  ➢ Members selecting this option must abide by the Personal Use policy (Appendix A).

  ➢ Use if the ICT equipment and software would be restricted to the Member (or another Member living in the same household).

  ➢ "Reasonable" personal use is acceptable as indicated at Appendix A

  ➢ The Member can use hardware and software provided in his / her home and those PCs supplied in Civic Hall and at other locations around the city – Morley Town Hall, Pudsey Town Hall, Dewsbury Road One Stop Centre etc.

  ➢ The desktops will be "locked down" to ensure that no additional software or drivers for hardware which may compromise the system can be installed.

  ➢ The Member can choose between a standard Council PC or laptop.

  ➢ The BT Managed Service for ADSL connection constitutes part of this option i.e. the Authority provides broadband access from Members' own home.

  ➢ Corporate ICT Services provide full support for hardware and software.

  ➢ The standard Managed Service Charge applies and will be charged to Legal and Democratic Services

  ➢ The ICT equipment, software and support are provided at no cost to the Member.

  ➢ The Member will be provided with a VASCO token which allows authenticated access from any PC or laptop with an internet connection to use certain applications – e.g. corporate email system, corporate intranet, file storage areas (H:\ drive and L:\ drive) etc.

  ➢ Consumables will be provided by Legal and Democratic Services to allow the Member to conduct Council business.

  ➢ All equipment to be refreshed periodically in accordance with the corporate arrangements.

  ➢ Data storage facilities (for directories, files etc) will be available on the corporate ICT infrastructure and will be protected by the standard corporate back-up and anti-virus provisions.

  ➢ ALL non-council software will be removed from the desktop.

  ➢ A service catalogue of software will be drawn up through consultation with Group Support Managers and Members.

**2.12 Option 2 for Members who want more extensive personal / political / business use**

➢ The Council pays a grant of £250 to assist the Member in buying their own ICT equipment.

➢ Every four years (i.e. normally on re-election) we make a further £250 available to upgrade equipment.

➢ The Council pays the Member an ongoing monthly fee of £20 for using their own kit on Council business (this is to cover a contribution towards the costs of their private Internet Service Provider, support and maintenance costs of the equipment, electricity, wear and tear, consumables etc for which the Member is responsible).

➢ The Council provides a VASCO token at no cost to the Member so that they can gain access to their council email account, council intranet, file storage areas (H:\ drive and L:\ drive) and limited other web-based applications from any web-enabled PC or laptop i.e. from personal PC at home, cyber cafe etc.

➢ Corporate ICT Services will provide support only in terms of assistance in accessing corporate systems and with respect to policies and procedures (i.e. the Member needs to make their own support arrangements for all hardware and software).

➢ The Member makes their own arrangement for connection to the internet (i.e. router, internet service provider etc.) i.e. the existing BT managed service for ADSL is removed.

➢ The Member is responsible for their own system security, anti-virus and data storage and back-up arrangements on their own equipment. Data stored on the corporate network (file servers, email servers etc) will be subject to the standard corporate provision.

➢ The Member cannot connect a personal laptop or PC directly to Council's ICT infrastructure (but can access services - corporate email, etc) from PCs supplied in Civic Hall and at other locations around the city – Morley Town Hall, Pudsey Town Hall, Dewsbury Road One Stop Centre etc.

➢ Members selecting this option will have no restrictions on the use of their personal equipment but will need to abide by the Personal Use Policy when using corporate systems via the VASCO token and when making use of the Corporate ICT facilities available within the Civic Hall and at other locations around the city. Full details of this are described at Appendix B.

2.13 Appendix C provides some examples of why a personal use policy could be beneficial.

**3.0 Main Issues**

3.1 Numerous consultations and discussions with various Members have resulted in a multitude of multifaceted opinions on this subject for which consensus may be difficult to reach. The two options provided attempt to meet the majority of these views.

3.2 Currently there is a £50 annual charge made to Members who opt to make "personal use" of their ICT equipment but there is no clear understanding of what may be reasonably regarded as personal use. The proposal within this report is to discontinue making the charge to Members and offer two new alternatives based on individual Member requirements.

3.3 Members selecting **Option 1** will be required to abide by the spirit as well as the letter of the personal use policy outlined at Appendix A.

3.4 Members selecting **Option 2** will be required to abide by the personal use policy outlined at Appendix B.

3.5 Adoption of both of these options will increase the functionality and usability of the ICT service to Members to carry out Council business and will also enable support costs to be rationalised in line with that of supporting officer PCs. As indicated in 2.10 above, this would result in estimated annual savings of over £100,000 to the Council.

3.6 A decision to proceed with the Members' ICT Upgrade Programme by mid-October would allow the project to be scoped and delivered by the end of the current financial year.

**4.0 Implications For Council Policy And Governance**

4.1 The establishment of guidelines for Members' personal use of IT equipment has implications in relation to governance in that they impact on what may be considered as appropriate conduct by Members.

**5.0 Legal And Resource Implications**

5.1 Increased assurance of compliance with Data Protection Act.

5.2 Additional costs to the Council if the upgrade programme does not begin soon.

5.3 Adopting the proposed options will reduce the operational support costs for Members.

**6.0 Conclusions**

6.1 The options provided and guidelines for Members' ICT use meet the needs of most stakeholders.

6.2 This paper is scheduled to be presented to Standards Committee (4th October) for consideration of the implications pertaining to Members' conduct before a decision can be taken either at Executive Board or by the Director of Corporate Services, as appropriate.

6.3 A decision to progress is needed by mid October in order to have sufficient time plan and deploy the upgrade programme before the end of the financial year.

**7.0 Recommendations**

7.1 Note the contents of this report

7.2 Offer such advice and comments the Committee considers appropriate prior to this report being submitted for approval as indicated in section 2.6 of this report

## Guidelines for Members using council ICT equipment (i.e. those selecting **Option 1**)

**SECURITY**

The Member should make reasonable arrangements for the safekeeping of the computer

The Member should not attempt to physically modify, repair or open computer hardware for any purpose

The Member should not attempt to add, modify, repair or change any software for any purpose

Passwords are personal property and must not be shared with anybody else.

Data Protection: Members will at all time protect personal and confidential data.

**ACCESS**

Member to whom equipment has been allocated and any other Members in the same household

**CATEGORIES OF USE**

Use in connection with role as and discharge of functions as a Member, including use in connection with role on outside bodies appointed to by the Council

Incidental private usage is permissible (e.g. maintaining household accounts, correspondence / internet access on social and domestic matters).

Permissible private usage does not include use of the PC for party political / campaigning purposes or any commercial / business purpose, both of which are expressly prohibited.

**E-MAIL LIMITATIONS**

Must comply with rules, policies, procedures and statutory provisions as applicable to other correspondence (e.g. data protection, human rights)

Must comply with Corporate Code of email practice

Must not send/forward non Council adverts, chain letters, unsolicited non-business mail

Must not send emails with logos or information which infringes copyright/intellectual property rights laws

Must not commit the Council contractually

Must not have inappropriate content (obscene, threatening etc)

Must not subscribe to inappropriate mailing lists

"Instant Messaging" services are prohibited except the system provided by the Council.

May send/forward inappropriate content (obscene, threatening etc) plus e.g. extremist political information in connection with Member role and subject to individual approval on a case by case basis by the relevant Group Support Manager

**INTERNET**

Must not visit inappropriate sites (obscene, violent, sexual etc)

Must not download, copy or record inappropriate content (obscene, violent, sexual etc)

Must not knowingly use the internet in a way which may interfere with or damage the Council's network

The Member may not link the computer to any network other than the Council's network.

| The Member must not sign up to any other ISP (Internet Service Provider) for Internet use on the LCC computer |
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| May access otherwise inappropriate sites in connection with Member's role and subject to approval on a case by case basis by the relevant Group Support Manager. |

| **HARDWARE** |
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| Hardware from the Council's catalogue will be provided, installed and supported at the Council's expense. This catalogue will be periodically updated in consultation with Group Support Managers. Members may request additional items to be added for Council business purposes. Where there is a business case (i.e. the potential for wide use / benefits across all Members) hardware will be evaluated for inclusion on the list. |
| Hardware must not be modified in any way. |
| No other hardware may be installed |

| **SOFTWARE** |
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| Software from the Council's catalogue will be provided, installed and supported at the Council's expense. This catalogue will be periodically updated in consultation with Group Support Managers. Members may request additional items to be added for Council business purposes. Where there is a business case (i.e. the potential for wide use / benefits across all Members) software will be evaluated for inclusion on the list. Any additional software will be tested in the Corporate "model office" environment to ensure no detrimental impact on the corporate desktop (n.b. there will be a lead time for this) |
| Software must not be modified in any way. |
| No other software may be installed |

| **CONSUMABLES** |
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| Only paper and cartridges which comply with the Council's published guidelines may be used. |
| The Council will provide a reasonable (unspecified) supply of consumables at the discretion of the Group Support Manager and subject to budgetary provision. |
| A Member may, at his/her own expense, purchase and use additional paper and cartridges |

| **RECHARGES** |
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| Members will be entitled to use their computer equipment in accordance with this document and at no cost to them |

**Appendix B**

| Guidelines for Members using own ICT equipment (i.e. those selecting Option 2) |
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| **SECURITY** |
| The Member should make reasonable arrangements for the safekeeping of the VASCO token allocated to them. |
| Passwords are personal property and must not be shared with anybody else. |
| Data Protection: Members will at all times protect personal and confidential data. |
| **ACCESS** |
| Member should not permit any other person to use the council VASCO token |
| The Member will be provided with an account allowing access to their council email account, council intranet, data storage facilities and limited other web-based applications from any web-enabled PC (via the VASCO token) |
| The Member will also be able to access their council email account, council intranet and data storage facilities from dedicated corporate PCs within Civic Hall and at other council locations across the city. |
| **E-MAIL LIMITATIONS (when using the council's email system either via a VASCO token or when using corporate equipment within Civic Hall and at other locations around the city )** |
| Must comply with rules, policies, procedures and statutory provisions as applicable to other correspondence (e.g. data protection, human rights) |
| Must comply with Corporate Code of email practice |
| Must not send/forward non Council adverts, chain letters, unsolicited non-business mail |
| Must not send emails with logos or information which infringes copyright/intellectual property rights laws |
| Must not commit the Council contractually |
| Must not have inappropriate content (obscene, threatening etc) |
| Must not subscribe to inappropriate mailing lists |
| "Instant Messaging" services are prohibited except the system provided by the Council. |
| May send/forward inappropriate content (obscene, threatening etc) plus e.g. extremist political information in connection with Member role and subject to individual approval on a case by case basis by the relevant Group Support Manager. |
| **INTERNET (when using corporate equipment within Civic Hall and at other locations around the city or when accessing via the VASCO token)** |
| Must not visit inappropriate sites (obscene, violent, sexual etc) |
| Must not download, copy or record inappropriate content (obscene, violent, sexual etc) |
| Must not knowingly use the internet in a way which may interfere with or damage the Council's network |
| The Member may not link the computer to any network other than the Council's network. |
| The Member must not sign up to any other ISP (Internet Service Provider) for Internet use on the LCC computer |
| May access otherwise inappropriate sites in connection with Member's role and subject to approval on a case by case basis by the relevant Group Support Manager. |

| HARDWARE AND SOFTWARE |
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| A grant of £250 will be provided to the Member towards the cost of purchasing their ICT equipment and software |
| A grant of £250 will be provided every 4 years to assist the Member in upgrading their ICT equipment and software |
| A VASCO token will be provided at no cost to the Member to allow secure, authenticated access to their council email account, council intranet, data storage facilities and limited other web-based applications from any remote, web-enabled PC or laptop. |
| Corporate Hardware must not be modified in any way. |
| No other hardware may be installed by a Member on corporate equipment within Civic Hall or at any other Council locations around the city. |
| Any hardware provided by the Council can be used for reasonable personal use – no other hardware may be installed by a Member on ICT equipment within Civic Hall or at any other Council locations around the city. |
| Corporate software must not be modified in any way. |
| No other software may be installed on corporate ICT equipment |
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| REIMBURSEMENTS |
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| The Council pays the Member an ongoing monthly fee of £20 for using their own kit on Council business (This represents a contribution towards the costs of their private Internet Service Provider, support and maintenance costs of the equipment, electricity, wear and tear, consumables etc) |
| The Member is responsible for the supply at their own expense of all consumables |
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| SUPPORT ARRANGEMENTS |
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| The Council will provide support only in terms of assistance in accessing Corporate systems and with respect to policies and procedures.  This support will be available during normal service desk hours (currently 8.30am until 5.00pm).  There will be no charge to the Member for this service. |
| The Member needs to make their own support arrangements for all their hardware and software. |

## APPENDIX C - Examples of why Members need restricted rights to their Computers

| | Reason | Notes |
|---|---|---|
| 1 | Members can inadvertently corrupt software setups when installing and configuring additional non corporate software. | Opening up the desk top to everybody to do anything will mean that many will inadvertently do the wrong thing. This is not to denigrate Members. Service Desk statistics have noted that up to 30% of calls from members relate to issues because of personal use/software. |
| 2 | Risk to Members include many forms of *malware* * some of which could cause damage to their computer or to their reputation. | Careful management of the computer along corporate guidelines will minimise the risks to Members of viruses and similar software plus the new ID theft risks from password sniffers. |
| 3 | The Microsoft XP operating system is more stable than its predecessors but still requires careful configuration and management. The capacity is still there for the operating system to be corrupted inadvertently. | Operating System (OS) failure will be rare but if it occurs, then loss of data is inevitable and so will be loss of time rebuilding the system. It is better to lock down the OS (plus other desktop elements) to prevent accidents than to rebuild after an accident. |
| 4 | The desk top environment has been carefully constructed to optimise the use of LCC applications. This means a number of elements have been modified. Even resetting them to default values will potentially cause problems. | |
| 5 | Data theft is an increasing problem as it can be done surreptitiously. | Data held by Members can be confidential for two reasons; it is sensitive personal information or it is commercially or politically sensitive. In either case, ICT is best placed to create a desk top that minimises the risk of data theft. A new risk is exposure to potential *industrial espionage*. |
| 6 | Members Support Staff are multi-skilled but do not have the capacity to support every piece of software and hardware. | Skills in ICT are hard earned and while it may be possible for a skill in one area to be used in another, the detailed knowledge required to provide full support take time and experience to acquire. It is better to concentrate on what needs to be done so that the optimum skill sets are available. |
| 7 | Fraud risks occur when personal information is intercepted and used to access bank accounts, etc. | This is a consequence of ID theft. There is no definitive data on the level of fraud following ID theft in the UK but it is generally considered to be rising. Much of it occurs through interception of electronic data but it also arises from such activities as "phishing trips". |
| 8 | Patch management is increasingly important as more and more critical flaws are being exposed in systems and applications. | All LCC systems are maintained to best practice patch standards. The use of non-supported software on the desktop exposes the whole system to exploitation via unpatched bugs and vulnerabilities. |
| 9 | Business use cannot be approved on Council computers. | This is the equivalent of asking a secretary to type up some business letters rather than do |

| | | Council work, for which they is being paid. |
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| 10 | In theory, non-standard applications could pose problems for firewall management because they could call for the use of non-standard ports or non-standard protocols. | Opening the firewall for specific personal member requirements could compromise the Council's security. |
| 11 | Uncontrolled access to third party networks poses a threat to the LCC network. | If business use if permitted, there is a potential to create a bridge using the Member's computer between the LCC WAN and another network.  This is bad practice.  LCC policy is to only open connections when equivalent security can be verified. |

\* *Malware* is a contraction of "malicious software".  It is a term used to cover all forms of software dropped on to the desk top without the consent of the user.