

- 3.3 Technical specialists are working with the third party solution provider, Quest Software, to provide the archive solution. One of the key requirements is that users who are offered an archiving solution either need to be migrated before or after all other users. This is in order to enable smooth transition. For this reason, members will be moved after officers have been migrated. This also allows more time for members to be trained and to familiarise themselves with the new system.
- 3.4 A series of activities have been undertaken to publicise and promote the ICE project directly to members including presentations at Group meetings, a drop-in session to coincide with July Full Council meeting, an article in the Member Development Newsletter as well as information being available on the intranet. Further specific information will be provided as we near the transition date.
- 3.5 In preparation for the move to the new systems a number of upgrades need to be undertaken. Members may recall that the first of these upgrades took place over the summer with the upgrade of the Novell client. A further software upgrade to Microsoft Office Service Pack 2 needs to be implemented before the migration.
- 3.6 Officers will also take the opportunity to upgrade the memory in the laptops and PCs in use within members' homes. Officers will also be arranging a number of opportunities around Group meetings, the Full Council Meeting in November etc. whereby members can bring their laptops into Civic Hall and officers will undertake the upgrade. Naturally for those members who have a PC, a home visit will be arranged.
- 3.7 A link to computer-based training has been provided to all members to assist in the preparation for the migration. This link also provides a quiz which members can use to self-assess whether they wish to undertake classroom-based training. A range of dates for classroom training has been made available to all members.
- 3.8 A number of officers within Group Support have been trained to "Super User" level to assist members both during the migration period and afterwards.
- 3.9 In addition to the above, there will be a need for members to undertake certain tasks to assist in the move from Lotus Notes to Microsoft Outlook. Examples include arrangements with respect to encrypted mails and delegated access rights.
- 3.10 Member Management Committee is asked to assist in communicating appropriate messages across their groups. It is imperative that members have completed the appropriate level of training, have undertaken tasks requested of them and cooperated in having their laptops and PCs upgraded in advance of the migration. Failure to do so could result in an email system being unavailable to them.

Managed Print Service

- 3.11 The roll-out of a Managed Print Service is underway across all Council Offices in order to increase efficiencies and reduce overall costs of printing and photocopying.
- 3.12 This will potentially save the Council £440,000 per year, which is 29% of the current cost of printing and photocopying. This covers the "hard costs" of printing, which includes buying, or leasing devices and purchasing consumables.
- 3.13 There will be additional savings in "soft costs" which are much harder to quantify or measure. However savings are likely in the following areas:
- Reduced floor space – fewer devices, taking up less floor space,

- Reduced Help Desk support calls – devices report faults directly, calls only needed to escalate issues
 - Increased efficiency in Printer Management – centrally managed driver and firmware updates
 - Reduced stock holdings – no need to hold or handle consumables
 - More efficient cartridge replacement – toner will be replaced “just in time”
 - Reduced power consumption - devices use less energy and “go to sleep” when not in use
 - Reduced purchasing costs – no need to purchase consumables and process orders.
- 3.14 The project is targeting the larger Council Buildings as naturally this approach will target first those areas where there are likely to be the greatest efficiency savings. Multifunctional devices have already been rolled out in the group offices within Civic Hall and this process is continuing across the city.
- 3.15 Devices within Members’ homes will also be replaced in due course. A choice of a small multi-function device or a laser printer will be available depending on individual requirements.

PDA (Personal Digital Assistant) Update

- 3.16 Members will be aware that with effect from April 2009, the Council changed its mobile phone service provider to Damovo with the network provider being O2.
- 3.17 This move has implications for members who use Council-provided PDA devices in that Council PDAs currently still operate on the Orange network but will need to be transferred to the O2 network simultaneously with the move to Microsoft under the ICE Project.
- 3.18 For those Members who currently have a TyTNII device, this will need to be “unlocked” and configured to operate on the O2 network. The TyTNII device will then continue to work in the new environment. For those who currently use an M3100 device, this will need to be replaced. Members will be contacted individually to make the necessary arrangements. A key advantage in both cases is that the devices will work with native Microsoft software and will not need an intermediary application such as mNotes to integrate with email and calendar functions.
- 3.19 New PDA devices are being made available. The first device which has been tested on the new network is the HTC Touch 3G. This device operates on the new network but currently still has mNotes software installed to allow replication of emails and calendar functions with the Council’s Lotus Notes system.
- 3.20 Two of these devices have been made available for Members to trial and have been taken up by Councillors Matthews and Wadsworth. This trial is purely in relation to the device itself in order to determine whether the HTC Touch 3G is better than current service offerings in meeting the needs of elected members. The Touch 3G device is smaller and lighter than the current models but does not have a physical keyboard. Initial indications are that there is a high degree of satisfaction with the device.

Wireless in Civic Hall

- 3.21 Wireless Access Points have been installed at various locations within Civic Hall including:

- Committee Meeting Rooms, Members Lounge, Lord Mayors Office and Banqueting Suite
- Scrutiny Chairs Office and Leader's Board Room
- Liberal Democratic and Green Group Offices and
- Conservative and Labour Group Offices

- 3.22 Access has been made available for both LCC-provided and private laptops and it is recognised that this will be particularly useful for members to enable access the internet when they attend key Council meetings such as Full Council, Scrutiny Meetings, Group meetings etc.
- 3.23 Generic logins have been provided to allow guest speakers to have access to the internet to access web-based supporting material.
- 3.24 Naturally appropriate protocols are in place to provide a managed service in order that the appropriate duty of care and audit trails are in place. Full details of these are available upon request.

IT Key issues

- 3.25 ICT Services are currently implementing a new organisational model, based on good practice, through the restructuring of the service. This will re-define many roles and provide clearer responsibilities and accountabilities. The aim of this, due to efficiency drives, is to reduce the amount of resource in ICT and to do so without significantly impacting on service levels to users. The service levels achieved, although not seen as ideal for many, for the resources available out-perform peer local authorities across the board. The additional services to members will be maintained at current levels with the extras as directed by Member Management Committee: ICT will continue to have a dedicated priority line on the service desk for members, staff members in ICT will be specifically trained around members needs and the dedicated relationship management service to members will continue.
- 3.26 There have been a number of planned upgrades and outages recently including an upgrade to the portal on Saturday 8th July and to the communication switches within Civic Hall on Sunday 9th August. There has also been a software upgrade to the Novell client software which was delivered by means of an icon on the desktop which allowed the upgrade to take place at a time convenient to the end user.
- 3.27 There is a future planned change in that a Service Pack upgrade to Microsoft Office 2003 is required in advance of the move to Outlook, Exchange and Sharepoint as part of the ICE (Implementing the Collaboration Environment) project. This upgrade will be arranged to minimise disruption as far as possible. ICT Services are also upgrading the PC and laptop estate to 4GB RAM in order to improve the performance of the devices. Arrangements will be made to upgrade members PCs and laptops over the next few weeks. The work will also pick up the installation of Pointsec encryption software on those devices which have not previously been made available.
- 3.28 There was a major unplanned outage at around lunchtime on Thursday 10th September. The problem was with one of the portal servers (DSU03) and resulted in users having problems with logging on to the network, accessing network drives and applications. The cause of the outage was a hardware failure. Remedial action was taken by substituting the faulty hardware with a unit from a redundant server and services were restored by the following morning.

3.29 Members have previously sought clarity around the role of the System Administrator with respect to the Council's email system. Access to the appropriate servers and mail files is necessary for administration and support purposes. Examples of functions which the System Administrator performs at the request of the account holder include allowing delegated access rights to another individual and investigating unsolicited and inappropriate emails. All of these activities are formally recorded and the function is limited to certain key individuals, each of which has a unique, authenticated account and any actions are recorded in the form of an audit trail.

4.0 Implications For Council Policy And Governance

4.1 There are no implications for Council policy or governance.

5.0 Legal And Resource Implications

5.1 There are no legal or resource implications

6.0 Conclusions

6.1 Officers recognise the benefits of providing technical solutions to assist members in carrying out their roles. The projects included in this report are designed to provide members with enhanced technical support whilst representing value for money to the Council.

7.0 Recommendations

7.1 Members are asked to note the content of this report.

7.2 With regard to the move to Microsoft Outlook, Exchange and Sharepoint under the Implementing the Collaboration Environment (ICE) project, members are asked to undertake the training on offer and to cooperate in terms of preparing for the migration including making their laptops and PCs available for upgrade. This will ensure that the migration can be undertaken as smoothly as possible.

Background Papers

Reports to Member Management Committee April and May 2009