



Report of the Chief Officer (ICT)

Member Management Committee

Date: 29th March 2011

Subject: Report to provide an update on ICT Matters

Electoral Wards Affected:

Ward Members consulted
(referred to in report)

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

1.0 Purpose Of This Report

1.1 The purpose of this report is to provide a position statement on the ICT projects and services which impact on elected Members.

2.0 Background Information

2.1 Members Connectivity to the LCC ICT Network from home

2.1.1 At the January 2011 meeting, this Committee requested a report into the advantages and disadvantages of the various options around providing connectivity to the Council's ICT network from Members' homes.

2.1.2 ICT Services advised that in conjunction with the Members ICT Reference Group, plans were already underway to survey elected Members to determine if there were opportunities to reduce the overall costs of providing the ICT service to Members whilst maintaining a level of service which facilitated their individual requirements in terms of the way in which they chose or needed to work. A summary of the findings of this exercise are outlined below.

2.1.3 Elected Members are currently provided with a choice of ICT equipment: a laptop or PC, a choice of printer (either a mono laser printer or a multi-functional device) and the option of a PDA (Personal Digital Assistant).

2.1.4 Each Member is provided with a VASCO token, which in conjunction with their network logon credentials, provides secure, authenticated access to the LCC network from any broadband-enabled PC or laptop.

2.1.5 Typically elected Members require the following end user ICT functionality to support them in their role:

- Email and calendar functions;
- Internet access;
- General office applications (such as word processing and spreadsheet production);
- Access to the dedicated Member Case Management solution.

2.1.6 Members can also use their Council provided hardware and software for personal purposes subject to the payment of an annual fee and in accordance with the provisions of the Members ICT Usage Guidelines (attached as Appendix 1 to this report).

2.1.7 The ICT service provision for Members also includes:

- End-to end support of equipment and applications (including a dedicated 24 hour helpline and a home visiting service);
- Provision of relevant licensed software;
- The secure storage and back-up of information stored on the Council's network;
- Security measures (including encryption software, anti-virus and anti-spam protection).

2.1.8 The other factors which influence the way in which access to the Council's ICT network include:

- The way in which the Member chooses or needs to work;
- The locations from which a Member wishes to work (including within Council buildings, his or her home, his or her work location etc.);
- The level of technical knowledge the individual has;
- The level of support required (from both a technical and administrative perspective).

2.1.9 The recent development of technologies such as the "Virtual Private Network" (VPN) have enabled more choice in the way that services can be delivered providing more flexibility to support the variety of ways in which Members are able to work.

2.1.10 An increasing number of Members choose to use their own equipment and private broadband service to access the Council systems. This is for a variety of reasons and generally those individuals are more technically aware than average and understand the constraints involved in this way of working (these limitations are outlined below under the appropriate connectivity options). It is also the case that private broadband can be acquired quite inexpensively.

2.1.11 Other Members utilise LCC-provided equipment together with their private broadband service. In many cases the authenticated access to the LCC network is via a VASCO token. The user functionality could be enhanced by having the VPN (Virtual Private Network) client installed on the LCC laptop. This combination of connection, token and VPN provides presentation and functionality similar to that of actually being on the network in the office.

2.1.12 Some Members do not have any LCC-provided ICT equipment. There are a variety of reasons for this; some do not use the ICT service at all, others do not use ICT services from home, yet others share equipment with other Members living at the same address and some prefer to use their own equipment.

2.2 **Members Case Management System**

2.2.1 A position statement on the development of the Members Case Management system project is provided below.

2.3 **Amendments to ICT Usage Guidelines**

Amendment to Email Code of Practice

2.3.1 At the October 2006 meeting, this committee advised that the Members ICT Usage Guidelines be incorporated into the Members Code of Conduct provisions. Advice is now sought with respect to proposed changes to those Guidelines following a recommendation by the Standards Committee. The current Members ICT Usage Guidelines are attached at Appendix 1 to this report.

2.3.2 MMC are being asked to provide comments on Standards Committee's recommendation, to inform the final decision which will be made by the Director of Resources (in consultation with the relevant Executive Member).

2.4 **Power Outage to complete reparation to Civic Data Centre**

2.4.1 The Civic Hall basement data centre was previously protected by 3 UPS (Uninterruptible Power Supply) devices and a diesel generator to ensure that the power supply to the equipment was not lost during a power cut and the equipment was protected from power 'spikes'. In addition, regular maintenance and testing of the equipment was performed to ensure it was operating normally.

2.4.2 Despite this, the power cut on the 2nd September resulted in the UPS systems catastrophically failing and hence in power loss to critical equipment. The report into this incident has been circulated previously. It is worth noting that prior to this incident, there had been no problem since its installation 7 and a half years earlier.

2.4.3 A full investigation was carried out involving independent technology specialist (SCC) including the design of our data centre, the equipment itself and its configuration and a series of measures have been undertaken to implement recommendations to improve resilience within the Data Centre over the past few months

2.4.4 As part of the remedial action, the UPS (Uninterruptible Power Supply) system within the Civic Sub Basement was scheduled for replacement with a new system.

2.4.5 To allow the removal of the faulty UPS system and installation of a new system there was a planned power down of the Civic Sub Basement data centre over the weekend of 12th and 13th March 2011. This power down commenced at 5.00am on the Saturday morning and lasted for approximately 36 hours, before the room was handed back to ICT to restore systems.

2.4.6 The works to install the new UPS system were achieved successfully within the timeframe. As part of these works a full testing regime was completed, including cutting the mains power to the Data Centre facility. The new UPS system passed the planned tests with no issues.

2.4.7 The works over the last seven months have included the following key pieces of work:

- Full survey of the electrical supply to the Data Centre
- Replacement of the UPS Isolation and Bypass Switchboard
- Replacement of the existing UPS system
- Replacement of the electrical cabling back to the incoming mains panel
- Installation of new Battery isolation panels
- Replacement of the static switch
- Reconfiguration of the backup batteries

In terms of resilience and future protection against a similar event occurring, every effort has been made to ensure that the Civic sub basement data centre is now fully protected.

2.4.8 In addition to the works that have been undertaken at Civic, remedial work is now also underway at the primary data centre within Apex. An EU procurement has commenced to award a design and build contract to a service provider to supply the following requirements:

- New electrical supply
- New onsite Transformer
- Diesel Generator
- New UPS Switchboard and Isolation panel
- Dual redundant UPS
- New Power Distribution Units
- New electrical wiring

2.5 **Extension to opening hours of the Drop-in Clinic within Civic Hall**

2.5.1 Following a pilot of this service during the summer of 2010, the success of the service resulted in it being offered as a service offering.

2.5.2 The opening hours of the Drop-in Clinic have been extended and the office is now open between 9.00 and 16.00, Monday to Friday.

3.0 **Main Issues**

3.1 **Members ICT Connectivity Survey**

3.1.1 ICT Services, in conjunction with the Members ICT Reference Working Group, prepared and circulated a survey to determine if there was an opportunity to utilise pre-existing private broadband provision, together with Council hardware and software as a more cost effective means of providing a quality ICT Service to Members from their homes. As indicated above, some Members already choose to work in this way.

3.1.2 There were 34 responses to the survey:

- 10 respondents indicated that they had a private internet connection at home.
- Of those, 9 indicated that they would be prepared to use that connectivity for accessing Council systems (3 of the respondents already work in that way).
- The survey responses indicated that there were a range of service providers, providing a service with a range of line speeds and download limits.
- Based on this sample, two thirds of Members do not have a private broadband facility within their home.

3.2 Options for connecting to the LCC ICT Network from a Members home

3.2.1 Using private equipment and broadband

An increasing number of elected Members choose to use their own equipment and private broadband service to conduct their Council business.

Advantages

- A very low cost solution for the Council.
- Member familiarity of equipment.

Disadvantages

- Limited formal support available (we would therefore strongly recommend private arrangements with respect to support for the ICT equipment). Support from Corporate ICT Services would be on an advisory basis as we would not make modifications to non-Council equipment which may affect the way it functions or breach any warranty or contract the individual has with his/her service provider.
- Access only to web-based Council applications (via authenticated access provided by VASCO token – i.e. webmail) i.e. potential reduction in functional access because some web based applications are less functionally rich. The actual presentation of the webmail application is different depending on the web browser used.
- Cost and responsibility for licensing, maintenance and support of hardware and software would reside with the Member.
- The individual Member would be responsible for the upgrade of all hardware and software costs in the future.
- All support costs including toner cartridges for printers etc would also be the responsibility of the individual Member.
- Individual Member is responsible for maintenance of anti-virus software, security and back-up of data held on local ICT equipment.
- Compatibility of documents if sharing with colleagues (due to potential differences in versions of software being utilised).

3.2.2 Using a Council laptop or PC on a private broadband connection from home

Typically this would involve a Member using a Council-provided laptop with the Virtual Private Network (VPN) client installed and their private internet connection.

Advantages

- A cost effective option for the Council.
- The standard product set of software and applications can be used and supported.
- Licenses, backup arrangements and security are all provided as part of the managed service.
- ICT Services could provide advice on some of the better ISP options.

Potential Disadvantages

- Potential performance constraints subject to line speed and distance from the local exchange.

- Service levels provided by individual Internet Service Providers (ISPs) do differ. These differences will include service limits (e.g. up to 2MB/s line speed) and Data Usage limits (e.g. up to 1GB per month). NB: Costs associated with exceeding such usage limits can be significant.
- Levels of service and performance may well differ between service providers.
- Not all service providers allow VPN across their broadband services which would mean that in some cases Members would have more limited access to web-based applications only.
- There would be additional complications in terms of support. Whilst ICT services would support and maintain the Council-provided equipment, the actual broadband service itself (including associated communications equipment such as the router) would be the responsibility of the individual and their Internet Service Provider i.e. the end user would not have a single point of contact for problem resolution. Advice and support from Corporate ICT Services would be on a “best endeavors” basis. ICT services would not make modifications to non-Council equipment which may affect the way it functions or breach the contract or warranty the individual has with his/her service provider.
- A greater level of user technical knowledge would be required (but training and information sheets can be provided).
- There would be differences in user experience between home and office.
- Depending on the speed of the broadband, performance could adversely impact on other users within the Councillor’s household sharing the same connection.
- Similarly other users within household could adversely impact on Councillors connectivity, access speed etc.

3.2.3 Use of 3G Dongles to provide access to the LCC network

3G dongles are available as part of the Council’s service provision from the Mobile service contract with Damovo using the O2 network. These devices are generally provided for individuals who work on an ad hoc, peripatetic basis and are particularly useful for accessing data and applications on the LCC network on an occasional basis from a variety of locations where no static internet or network connection is available. The devices can be used in conjunction with the VPN client to provide secure, authenticated access to applications on the Council’s network. In many cases this is quite limiting and so practically, VASCO token access to web-based applications is realistically a more favourable option from an end-user perspective.

Advantages

- A fairly cost effective option.
- Single means of access from a variety of locations.

Disadvantages

- Generally slower connection speeds meaning access to applications and information would generally be on a more restricted basis i.e. just web based applications.
- No guaranteed connectivity (dependent on availability and strength of mobile signal in any particular location).
- Requires a greater level of technical knowledge from the end-user to understand the potential limitations of this mode of connectivity and the ability to take appropriate decisions in different circumstances.

- Some Members may choose to use private 3G dongles in order to provide connectivity. This service usually has Data Download limits imposed by the Service Provider and if this limit is exceeded, the additional costs involved can be considerable. Again support from ICT Services in this scenario would be on a “best endeavours” basis and a single point of contact would not be available for problem resolution.

3.2.4 Current provision of ADSL (Broadband) service to Members homes

Leeds City Council currently has a managed service for the provision of broadband connections for Members, home workers and small offices throughout the city. When this service was introduced it represented an effective means of providing a service to people working in these environments. A review of the service is currently underway to determine if this remains the most appropriate means of delivering the service, and to consider alternatives. Whichever means of providing access is selected, it must satisfy a number of criteria including security, reliability, ease of use, and supportability, as well as being cost-effective.

Advantages

- Standardised support arrangements.
- End user has a “Single Point of Contact” (i.e. ICT Service Desk) for the ownership and resolution of all issues.
- Managed Service means we have Account Manager and escalation route for issues with the broadband service.
- Secure access to the LCC ICT environment (it can be viewed as an extension to LCC Wide Area Network).
- No limitations to service in terms of the amount of data that can be downloaded.
- Functionality from home is similar to being in the office in terms of:
 - Access to printing facilities elsewhere on the network;
 - Client versions of software e.g. email; and
 - Managed internet access.
- Ease of use from an end-user perspective as it represents a similar user experience to working in the office.

Disadvantages

- This is an expensive option.
- Lead time of 90 working days for new provision.
- Speed of connectivity is dependent on location.

3.2.5 Review of the most appropriate and cost effective solution for home connectivity to LCC network

Technical developments such as the introduction of the Virtual Private Network facility have offered opportunities to review the way in which we can provide services to Members within their homes. The contract for remote broadband provision is also under review and may afford more cost-effective alternative arrangements than the current ADSL option which is expensive.

It is important to note that a change of service provider will not necessarily improve the performance from a given location due to the fact that the same underlying infrastructure will, in many cases, be used to provide the service. In other words, if the speed of a line is slow currently, this could well be due to the constraints

indicated above around the distance from the telephone exchange and the quality of the physical cabling. Furthermore, a significant proportion of the costs of providing a broadband connection to a Member's home are in the set up costs. Therefore if the result of the up and coming tendering exercise does result in an alternative service provider or providers, it does not necessarily mean that the most cost effective approach would be the wholesale transfer of service across to the new provider. The review may, however, have financial benefits going forwards with respect to new Members.

Potential Advantages

- Reduced overall costs of service provision.
- Reduced lead times for installation.
- Managed "end-to-end" ICT Service provision. Account Manager and escalation route with Service Provider.
- End User has a "Single Point of Contact" (i.e. ICT Service Desk) for the ownership and resolution of all issues.
- Opportunity to review service provision (including, for example, the introduction of wireless routers) to allow more flexibility of use within the home.

Potential Disadvantages

- Speed of connectivity dependent on location.
- Different user experience dependent on location e.g. logging on different between home and office.
- More complexity in terms of using the service (although additional training and support could mitigate this).

3.3 Members Case Management System

- 3.3.1 The Members Casework system has been successfully migrated to the latest 2010 Sharepoint environment.
- 3.3.2 As the system has now been live since the end of September 2010, a formal review exercise was undertaken in January and February 2011 in order to ascertain how the system was being used and how it was supporting the ability to manage casework. This review was considered particularly important as the scope of deployment was changed to include Support Officers. The system had originally been designed for use by those Councillors with no administrative support. However, as part of the deployment it was decided to allow Support Officers delegated access rights.
- 3.3.3 In January 2011, a questionnaire was developed by the Project team and circulated to all Members to determine which Members were using the facility. In early February 2011, meetings were held with officers who use the system to support Members.
- 3.3.4 The results and feedback from both of these exercises have been collated and, together with a list of issues, requests for change and associated costs for additional development are detailed below.
- 3.3.5 Whilst the system has been rolled-out to 62 Councillors and 18 Support Officers, actual usage of the system is low. In terms of general feedback, the view is that the system is more appropriate for Councillors who use it with no officer support or

where the Support Officer only has one Councillor to support. This is due to the system design and the additional administrative overhead required entering and updating casework where an Officer supports multiple Councillors. As a result, Support Officers in the Liberal Democrat Office are no longer using the system. In addition, this system was introduced alongside the use of FilePlus and a manual Log process. Therefore, the use of the Case Management system has resulted in the introduction of an additional layer of work. The system is being used by Support Officers in the Conservative Group Office but not by the Councillors.

3.3.6 In terms of more specific feedback, this is shown at Appendix 2 to this report.

3.3.7 The table below details the costs associated with the development, test and delivery of the new requests that have been received as a result of the review exercise.

Ref No.	Item	Comment
01	Ability to access the system via a Vasco only route.	This was not in the original requirements. A quote of £1,000 has been received to address this requirement. This would only be a tactical solution as a permanent solution being delivered by another major programme would be in place towards the end of 2011.
02	Ability to add attachments to e-mails generated from the system.	This was not in the scope of the e-mail requirements. It would take in the region of £2,250 to develop a solution for this.
03	Request to allow officers to be able to close cases	The scope was only to allow Councillors to be able to close cases. It is technically possible to allow officers to close cases and would cost £100 to do.
04	Request to allow Officers to receive e-mail alerts as well as or instead of the Councillor.	It has been estimated that this would cost in the region of £2,500 to develop and test. It was agreed with the Members ICT Working Group on 07/02/11 that this request would be approved subject to approval by individual Members.
05	Request to change / add the following field to the case in relation to the Telephone Number: ❖ Home Tel, Mobile Tel, Work Tel, Drop down to select preferred contact number.	It is possible to do this and would cost an estimated £1,050 to develop and test.
08	By using the filter capability, users can change screen view to show cases in alphabetical order. However, this setting is not saved when the system is closed down. Request to be able to save filtered settings to a default view.	Will cost £935 to investigate whether it is technically possible to achieve this. The cost to develop, test and deliver a solution would also need to be factored in and are not shown in the total below.
09	Case Types - Request for further case types to be added.	Will cost an estimated £935 to develop, test and deliver this.
Total costs to develop		£8,770

3.3.8 There is no budget remaining within the original project budget in which to develop these additional requirements and a bid would need to be made from the ICT Development fund.

3.3.9 This Committee is requested to advise which, if any, of the above developments should be pursued as part of the existing project.

3.4 **Amendment to ICT Usage Guidelines**

Amendment to Email Code of Practice

3.4.1 At the Standards Committee meeting held on 13th July 2010, the Committee considered a report on cases of Member misconduct which had been referred to the First-Tier Tribunal (Local Government Standards in England). One of the cases related to a Councillor who was found to be in breach of the Code of Conduct because he had forwarded four inappropriate 'joke' e-mails, some of which were based upon religion.

3.4.2 The Committee considers the lessons to learn in relation to each case, and in relation to this particular case resolved to:

'recommend that the Members E-Mail Code of Practice is amended to include specific reference to messages that are discriminatory on the grounds of religion, age, and disability.'

The specific part of the Members E-Mail Code of Practice that the Committee would like to be amended is paragraph 2.4, to change the bullet point which says:

'racist, sexist or otherwise discriminatory or harassing' to

'discriminatory on the grounds of race, gender, religion, age or disability, or otherwise discriminatory or harassing'

3.4.3 This Committee is requested to provide a view as to whether the current Members ICT Usage Guidelines should be amended in accordance with the recommendation of Standards Committee, to inform the final decision which will be made by the Director of Resources (in consultation with the relevant Executive Member).

3.5 **Power Outage to complete reparation to Civic Data Centre**

3.5.1 Over the weekend of 12th and 13th March 2011 the final piece of work was undertaken by ICT Service in conjunction with specialist partners to replace the UPS (Uninterruptible Power Supply) to the Data Centre within Civic Hall.

3.5.2 This work was completed successfully and concluded the remedial action required to address the issues highlighted by the power failure at the beginning of September 2010.

3.6 **ICT Drop-In Clinic within Civic Hall**

3.6.1 Between 5th July and 20th August 2010, a new Drop-in Clinic Service was trialed within the Civic Hall. A team of 3 staff were relocated to operate the service from 09:00 until 12:00am, Monday to Friday. The service was offered on a purely drop-in basis to make it as flexible as possible to both Members and officers who work peripatetically.

3.6.2 The service offered from the Clinic includes support for issues relating to both laptops and PDAs and is also a useful source of information in terms of the provision of leaflets and user guides to help Members get the best from their devices.

3.6.3 The success of this service has resulted in it being offered on a continuing basis and the opening hours have been extended to 09.00 to 16:00, Monday to Friday.

4.0 Implications For Council Policy And Governance

4.1 There are no changes to Council Policy and Governance.

5.0 Legal And Resource Implications

5.1 There are no legal or resource implications.

6.0 Conclusions

6.1 Following the Members Connectivity survey described above, the following recommendations in Section 7.0 are submitted for consideration by this Committee.

6.2 This report provides a position statement with respect to the development of the Members Case Management system and this Committee is requested to recommend which, if any, of the identified additional developments should be pursued.

6.2.1 This Committee is also requested to consider the recommendation of the Standards Committee with respect to the proposed changes to the Member ICT Usage Guidelines, to inform the final decision which will be made by the Director of Resources (in consultation with the relevant Executive Member).

7.0 Recommendations

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

7.2 Members are requested to consider the following recommendations with respect to Members connectivity to the LCC ICT network from home:

7.2.1 ICT Services to promote alternative means of connectivity to new Members. As in previous years, new Councillors following the May elections will be offered various ways of connecting to the Council network including the use of their own broadband. Increasingly over recent years this has proved to be a preferred option and generally works well for council staff working from home.

7.2.2 ICT to promote the installation of the Virtual Private Network (VPN) client to those Members who currently access the LCC network via VASCO only.

7.2.3 LCC to continue bear costs of initial installation of the ADSL service or the new equivalent for a Member's broadband service provision where appropriate but any change to the service requirements resulting from a change in a Members personal circumstances, e.g. through the renovation of his or her property or through a change of address, the associated set up costs for their ICT Service provision accompanying such changes to be borne by the individual Member. (LCC would continue to pay line rental charges on an ongoing basis in these circumstances.)

- 7.2.4 ICT Services to review connectivity options for Members on a case-by-case basis taking into account the factors indicated in this report and also the result of the corporate review into connectivity to the LCC ICT network from home. Alternative means of connection may be available in the following circumstances:
- Review service provision for each Member as the contract for their ADSL service becomes due for renewal.
 - Investigate alternative means of connecting to LCC network for any Members who have a poor user experience.
- 7.2.5 Future technical developments planned by ICT Services, notably under the Essential Services Programme (ESP), will offer alternative options, which may provide more cost effective and convenient ways in which Members can access the ICT services they require. ICT Services to keep under review those developments and exploit such opportunities as they arise.
- 7.3 This Committee is requested to consider which, if any, of the developments identified at 3.3.7 are required for the Members Case Management system.
- 7.4 This Committee is also requested to consider the recommendation of the Standards Committee and provide advice as to whether the Email Code of Practice within the Members ICT Usage Guidelines should be amended as indicated at 3.4.2, in order to inform a Delegated Officer decision.

APPENDIX 1

GUIDELINES FOR MEMBERS USING COUNCIL ICT EQUIPMENT

GUIDELINES FOR MEMBERS
SECURITY
The Member should make reasonable arrangements for the safekeeping of the ICT equipment allocated.
Insurance: Provided that the Member has made reasonable arrangements for the safekeeping of the ICT equipment allocated within his/her own home and in transit, Legal and Democratic Services will make such arrangements as are necessary for the replacement of the equipment at no cost to the Member. Where due care has not been taken with respect to the safekeeping of the equipment (for example, if a laptop is left in full view in an unattended vehicle) the Member will be responsible for replacement costs of the equipment.
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.
The Member may not link the computer to any network other than the Council's network.
Passwords are personal property and must not be shared with anybody else. N.B. Access to a Member's email inbox or calendar can be achieved either through the delegation facilities within the software or by providing authorisation in writing for technical staff to action on his / her behalf.
Data Protection: Members will at all times protect personal and confidential data.
Data storage: Wherever possible the Member should store their documents on the corporate data storage facilities (for directories, files etc) rather than on the hard disk (C:\ drive) of their allocated PC or laptop. This means that they will be protected by the standard corporate back-up and anti-virus provisions and be covered in terms of security of data in the event of theft or failure of the equipment itself.
ACCESS
Member to whom ICT equipment has been allocated and any other elected Members in the same household. NB: In cases where two or more Members share Council equipment, they will be provided with individual logins and passwords.
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
Private, business and political usage is permissible subject to the following conditions <ul style="list-style-type: none">• A Member wishing to make such use of Council equipment will be subject to a £50 annual charge• There should be no significant usage of Council-funded consumables• Certain specified software is not licensed for, and may not be used for, private business use (currently this applies to Microsoft products applications e.g. Word, Publisher, Excel and Power Point). Clarification around business and private use for other software on the Council's catalogue will be advised on a case by case basis.
E-MAIL LIMITATIONS
Must comply with Corporate Code of email practice for Members (see below)
INTERNET
Internet facilities are provided to Members primarily for Council business, to assist in carrying out duties as an elected representative.
Inappropriate use of the Internet may result in allegations of misconduct to the Standards Board. Where criminal conduct may have occurred, breaches may also be reported to the police.
Members must not use Council-provided equipment to visit inappropriate sites. For guidance, such sites include the following: Adults only – sites that the author or publisher labels as being strictly for adults. Such labels include "Adults Only", "You must be over 18 to visit this site", "Registration is allowed only for people 18 or older" and "You must be of legal drinking age to visit this site".

Chat – sites that offer access to offer access to online chat rooms, or allow users to download chat software that enables the online posting and receiving of real-time messages.

Drugs – sites that promote or advocate recreational drug use.

Hate / Discrimination – sites that specifically target a group of people based on race, gender, sexual orientation, religion or ethnicity in a hateful, derogatory manner. The language of these sites often includes racial slurs and is insulting, abusive, and sometimes violent.

Illegal – sites that promote illegal activities, or offer instructions or advice that can be used to commit illegal activities. Such activities include making or distributing child pornography, making bombs, hacking (breaking computer security), phreaking (breaching phone security or phone service theft), lock picking, selling pirated material (such as music, videos, software or fake IDs) and counterfeiting.

Murder / Suicide – sites offer information about committing murder or suicide, or that contain photos of crime scenes or autopsies. Sites containing galleries of “death pictures” are included in this category.

Personal Information – sites that gather personal information (such as name, address, credit card number, school or personal schedules) that may be used for malicious intent.

Pornography – sites that contain material that are intended to be sexually arousing or erotic. This includes photos, animation, cartoons and stories.

Profanity – sites that contain crude, vulgar or obscene language or gestures. Sites that include excessive use of letter substitution are included.

School cheating information – sites that promote plagiarism or cheating by providing term papers, written essays, or exam answers.

Sex – sexual merchandising and fetish sites are included.

Tasteless / Gross – sites that include content such as tasteless humour, excretory functions (vomiting, urinating or defecating), graphic medical or accident scene photos (containing blood or wounds), and some forms of body modification (cutting, branding or genital piercing).

Violence – sites that contain graphic images or written descriptions of reckless violence or grave injury (e.g. maiming, mutilation or dismemberment). Includes graphically violent games.

Weapons – sites that containing information about buying, making, modifying, or using weapons such as guns, knives, swords or ammunitions.

Members must not download, copy or record inappropriate content (obscene, violent, sexual etc). Indications of categories are outlined above.

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

Members must not download programmes from the internet, except where authorised to do so by the Chief IT Officer.

The Member must not sign up to any other ISP (Internet Service Provider) for Internet use on the LCC computer.

HARDWARE

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 or connected to Council-provided ICT equipment by a Member.

SOFTWARE

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 prior to inclusion 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 by a Member on Council-provided ICT Equipment.

CONSUMABLES

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

Members will be entitled to use their Council-provided computer equipment and software for Council business purposes at no cost to them.

A £50 annual charge will be levied on Members who wish to use their Council provided ICT equipment and software for private, political and business purposes. Such use is subject to the contents of this guidance document.

EXCLUSIONS

It may be justifiable and appropriate that Members use the equipment and software provided for purposes outside the above guidelines. Such use, however, needs to be approved by the appropriate Group Support Manager on a case-by-case basis.

LEEDS CITY COUNCIL

MEMBERS E-MAIL CODE OF PRACTICE

1 INTRODUCTION

- 1.1 The purpose of this Code of Practice is to make sure the Council's e-mail facilities are used properly by all users.
- 1.2 E-mail facilities are provided to Members to enable them, or assist them in carrying out their duties as elected representatives. However, some incidental personal use by Members is allowed (see below). E-mail facilities are provided to Members primarily for Council business, to help them carry out their duties as elected representatives. However, by agreement the facilities can also be used by Members for other secondary personal uses. All users are personally responsible for complying with the rules for email use in this Code of Practice, and for making sure they use e-mail in a way which is compatible with the Council's Core Values.
- 1.3 E-mail correspondence is subject to the same internal Council rules, policies and procedures as other Council communications. It also has the same legal status as other communications, so it could create a contract, or someone could claim they were being harassed by email.
- 1.4 E-mail correspondence is subject to legal restrictions, just like other communications. Information must not be sent by e-mail, where this would break data protection or human rights rules about not disclosing personal data or private information.
- 1.5 All users must be vigilant about making sure their own e-mail account and the Council's systems generally are kept secure, and must comply with the rules about the security of the Council's systems.
- 1.6 Breaches of the rules for e-mail use in this Code of Practice by Members may result in allegations of misconduct to the Monitoring Officer. Where criminal conduct may have occurred, breaches may also be reported to the Police. E-mail users who breach the data protection rules could face prosecution.

2. RULES FOR E-MAIL USE

- 2.1 Members use e-mail to help them carry out their duties as elected representatives, subject to incidental personal use (see below). Where an Elected Member has entered into an agreement to make other secondary private use of a computer, all such use must also be in accordance with the following rules.
- 2.2 Generally, users must make sure their e-mail correspondence conforms to the Council's rules, policies and procedures.
- 2.3 In particular, users must not engage in any e-mail correspondence which would constitute a breach of:
 - The Disciplinary Rules, Code of Conduct, and Disciplinary Procedures.
 - Policies relating to dignity at Work.
 - The Equalities Policies.
 - The Members Code of Conduct.

- 2.4 Users must not create and/or send messages and/or attachments to messages that are, or which reasonably could be regarded as being:
- obscene
 - pornographic
 - indecent
 - of a sexual nature
 - violent
 - a serious attack on someone's reputation
 - racist, sexist or otherwise discriminatory or harassing
 - threatening or intimidating
 - encouraging or supporting racism, sexism, violence, drug taking or gambling

Where Elected Members have to send email or attachments with this content, as part of their duties as elected representatives, they must have prior authorisation from the Chief Democratic Services Officer (or nominee).

- 2.5 Users must not use e-mail to disclose information, where this would break data protection or human rights rules.
- 2.6 Users must not send non-Council related advertisements, chain letters other unsolicited non business related email.
- 2.7 Users must not create or exchange information, logos etc. which belong to someone else, in contravention of copyright or other intellectual property laws.
- 2.8 Users must not commit the Council to any contract or agreement other than in compliance with the Council's Contracts Procedure Rules, and Financial Procedure Rules.
- 2.9 Users must not (unless authorised to do so as part of proper proxy arrangements, and/or where they have the consent of the other e-mail user):
- give their passwords to others.
 - read e-mail in, or send email from another e-mail user's account.
 - alter e-mail or attachments which they have received, or which are in another email user's account,
 - add or delete attachments to e-mail which they have received, or which are in another e-mail user's account,
- 2.10 Incidental e-mail correspondence (i.e. which is personal, political or business in nature), is allowed as long as it does not have an adverse effect on service levels. All such e-mail by Members, must still comply with the rules for e-mail use in this Code of Practice, and will still be subject to monitoring. It should also be noted that private, business and political emails may be associated with the Council by the recipient in that any email issued identifies the Member @leeds.gov.uk.
- 2.11 E-mail correspondence on a matter which becomes, or might become subject to court action should be kept (and not deleted from e-mail systems), because it might need to be disclosed in court. If a matter is subject to court action, internal e-mail correspondence should be avoided.
- 2.12 E-mail correspondence on a matter which is the subject of a request for information under the Freedom of Information Act 2000 must not be deleted until after the request has been dealt with, and any complaint or application to the Information Commissioner has been determined.

Appendix 2

More detailed feedback on the Members Case Management System

System Functionality:

❖ E-Mail Alerting:

- Feedback from all Officers was that Councillors who have delegated access to the system to Officers are finding the e-mail alerting a major issue. Where Officers are maintaining the system on behalf of Councillors, it is the Officers who need to receive the alerts.

❖ Closing of Cases:

- The ability for only Councillors to be able to close cases is also causing a major issue for both Officers and those Councillors who have delegated their case work.

❖ E-Mailing from the System:

- The inability to be able to add attachments when sending an e-mail from the system was not identified as a major issue.
- Only being able to e-mail once Case Contacts have been set up is onerous, particularly where Officers are supporting multiple Councillors – this forces the Officer to have to set up Contracts multiple times in each Councillors case management site.
- When a Support Officer sends an e-mail out from the system on behalf of a Councillor, there is no indication that this is the case as with Outlook. This needs investigating.

❖ Screen Views:

- The different screen views are useful as is the ability to filter. However, it would be useful to be able to set any view that had been filtered and save this filtered view a default view.
- Screens are easy to navigate and understand and inputting into the system is easy.
- The Case History field is particularly useful in terms of providing an audit trail and being able to see what is going on with a case.
- The homepage view showing cases past their 'Response' or 'Review' date is not considered to be of any value to Support Officers.

❖ Raising a new case:

- No issues were identified in relation to the process of raising a case – this is seen as a straightforward and logical process.
- Case Types do not cover all the required areas – often Officers are selecting the 'Other' category.
- The system allows users to set the case as either 'New', 'Open' or 'Closed'. There was no value seen in having both the 'New' and 'Open' options but to simply have 'Open' or 'Closed'.

- Support Officers can set a case to closed when initially raising the case. This should not be possible and needs investigating.

❖ Other:

- For Officers who support a number of Councillors, the home page view is not particularly useful. System set up would be more useful for Officers if they were able to see, in one place, the status of all cases for all the Councillors they support rather than having to go into multiple sites to see the status and to raise cases. It would be easier if this could be done from one home page.
- There are frustrations with attachments in that the system can only save them in alphabetical order. However, some users have developed a work around in that they reference the name of the attachment in the case history field so it is clearer the order in which attachments were added.
- The setting up of Contacts is onerous, particularly as this has to be repeated for each Councillor that a Group Support Officer may have delegated access to.