

**Report of Chief ICT Officer**

**Report to Member Management Committee**

**Date: 31<sup>st</sup> January 2012**

**Subject: Member ICT Update Report**

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|--|------------------------------|--|
| Are specific electoral Wards affected?<br>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?<br>If relevant, Access to Information Procedure Rule number:<br>Appendix number: | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |

**Summary of main issues**

1. The purpose of this report is to provide Members with an update on changes to their ICT Service provision.
2. It provides an update on the current policies and procedures around Information Governance and the Council's EDRMS (Electronic Records Management System) and their inclusion into revised Members ICT Usage Guidelines.
3. It also provides an update on the take-up of the Bring Your Own Device service offering.
4. This report also confirms that the enhancements to the Members Casework Management system previously recommended by this Committee have also been completed in the live environment thereby concluding the project to develop this system.

**Recommendations**

5. This Committee is asked to note the contents of this report.
6. A Member view of the new Members' ICT Usage Guidelines is also required from this meeting in order that they can be incorporated into a Delegated Officer Decision as part of the latest Members ICT upgrade project.

## **1 Purpose of this report**

- 1.1 The purpose of this report is to provide an update on ICT issues including the project to provide technical solutions to support Elected Members more effectively in the various ways they choose and need to work.
- 1.2 It provides a draft of the revised ICT Usage Guidelines.
- 1.3 This report provides the Committee with an update on the take-up of the Bring Your Own Device service offering.
- 1.4 The report also confirms the conclusion of the Members Casework system project.

## **2 Background information**

- 2.1 The report to the October 2011 meeting outlined the scope of the Members ICT Upgrade project.
- 2.2 That report also indicated that a review of ICT Usage Guidelines would be undertaken and delivery timescales and mechanisms for the project would be agreed with the Members ICT Working Group.
- 2.3 The Members Casework Management system has been developed in conjunction with the Members ICT Working Group. The final amendments have now been applied to the live system. These enhancements have increased the usability of the system for both Members and supporting officers and usage of the system will be promoted over the coming months.

## **3 Main issues**

### **3.1 Members Upgrade Project Update**

- 3.1.1 A Business Case is being developed to obtain “seed funding” to purchase upgraded ICT equipment. The business case will set out the efficiency savings that can be realised over time by changes to the way in which Members connect to the Council’s system.
- 3.1.2 The Members ICT Upgrade project also incorporates a number of other elements as follows:
  - 1. A review of the Members ICT Usage Guidelines.
  - 2. Define and communicate service offerings to assist Members in making informed decisions about how they wish to work and the technology which is best suited to supporting those choices.
  - 3. This includes articulating the software delivery mechanisms which will be enabled as part of the Council’s wider Essential Services Programme (ESP).
  - 4. Managing home network provision for Members across to alternative more cost effective and more flexible provision.

5. Recovery of current equipment and replacing with updated equipment as appropriate.
6. Communication of support arrangements dependent on options selected.
7. Upgrading software e.g. Windows 7 / MS Office 2010 on Council-provided equipment (as part of the corporate ESP programme).
8. Offering appropriate training to assist Members in adapting to new ways of working including different software. Also providing information and guidance around associated topics such as Information Governance, use of new technologies including the use of the dedicated Case Management system which has been developed for Members.
9. Transition of ICT equipment from outgoing to incoming Members as part of the May 2012 Local Elections process.

3.1.3 The actual implementation process will be developed through agreement with the Members ICT Working Group taking into consideration the availability of Members around the May election activities as well as coinciding with deliverables of the Council's Essential Services Programme (ESP).

### 3.2 Amended Members ICT Usage Guidelines

3.2.1 The Members ICT Usage Guidelines need to be amended to include changes to Information Governance legislation and also to reflect the revised mechanisms for dealing with enquiries (such as Freedom Of Information requests) and managing compliance with the appropriate legislation.

3.2.2 A draft of the revised guidelines is attached at Appendix 1 of this report for this Committee to provide a Member view of the guidelines in order that they can be incorporated into a Delegated Officer Decision. The incorporation of these guidelines will be built into the Members ICT Upgrade project.

3.2.3 The principle changes to the Guidelines include:

1. Changes to responsible Officers for referral and guidance purposes due to organisational restructure and other revisions such as the removal of references to Standards Committee
2. Incorporation of the Council's Information Governance Policies and Procedures

### 3.3 Information Governance / EDRMS (Electronic Document Records Management system)

3.3.1 Alongside changes to their ICT service provision, Members will be briefed and updated on the council's rollout of Information Governance Policies and the Council's EDRMS (Electronic Document Records Management system).

3.3.2 The Information Governance policies have been developed to ensure the council is fully compliant with current central government legislation. The policies are a set of multi-disciplinary structures, policies, procedures, processes and controls implemented to manage information on all media in such a way that it supports

the organisations immediate and future regulatory, legal, risk, environmental and operational requirements. The key areas covered include:

1. Email Management;
2. Legal Admissibility Policy – Information Stored Electronically;
3. Data Protection;
4. Information Security Policy;
5. Protective Marking and Asset Control Policy;
6. Freedom of Information;
7. Records Management Policy;
8. Records Retention and Disposal Policy;
9. Information Sharing Policy;
10. Use of Removable Media.

3.3.3 All relevant policies can be found on the intranet under the heading of 'Information Governance Policies'.

3.3.4 Supporting the Information Governance policies is the current development of the Councils Electronic Records Document Management system (EDRMS) which is in Phase 1 (Proof of Concept stage). This will ensure that document management will become smarter giving the following benefits:

1. Ensuring documents and other data storage mediums are protectively marked thereby reducing risks of data breaches;
2. Ensuring information sharing processes are clearer;
3. Reducing the paper file storage space and costs associated with excessive file storage;
4. Eradicating document duplication and providing version control;
5. Speeding up data gathering processes;
6. Helping to provide compliance with Central Government Record Legislation.

3.3.5 EDRMS will also incorporate many of the Information Governance policy guidelines as automatic functions within document types to ensure compliance with legislation becomes much easier for both members and officers.

#### 3.4 Take-up of Bring Your Own Device (BYOD)

3.4.6 Members may recall that the report to the October 2011 meeting included information that there would shortly be a facility for Members to access Council

email and calendar services from personal devices (e.g. iPhones and Android devices).

3.4.7 Since the recent launch of this offering, using an application called 'Mobile Iron', around 20% of Members have taken up the new service. Feedback from those who have adopted the BYOD service has been extremely positive.

3.4.8 In addition to the enhanced choice which this provides for Members, in that they can use their device of choice, going forward this will represent a saving to the organisation as it reduces the cost of replacement of Council provided PDA devices.

### 3.5 Members Case Management System

3.5.1 As reported to the October meeting of this Committee, developments have now been completed and are now operational in the live environment. These have been made available to those Members and their support officers who utilise the Casework Management system.

3.5.2 In summary these enhancements provide the following functionality:

- Allowing officers to close cases;
- Allowing officers to receive e-mail alerts as well as or instead of the Councillor;
- Adding the fields - Home Tel, Mobile Tel, Work Tel and a drop down to select the preferred contact number;
- Additional Case Types have been added.

3.5.3 The Case Management system has also been modified to provide access for Members when logging on remotely using a Vasco token (including when using their own ICT equipment).

## **4 Corporate Considerations**

### **4.1 Consultation and Engagement**

4.1.1 A number of techniques (including surveys, site visits and meetings) have been employed to understand Elected Members current perception of their ICT Service provision and this feedback is being utilised to assist in developing and defining service offerings as part of the Members ICT upgrade project.

4.1.2 Continuing this process, Officers are engaging with the Members ICT Working Group on a regular basis to ensure representative Member input to proposed changes.

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

4.2.1 There are no Equality and Diversity considerations resulting from this report.

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

**4.3.1** There are no implications for Council policies or City priorities although, if approved, the Members ICT Upgrade project will involve amendments to the Members ICT Usage Guidelines.

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

**4.4.1** An initial investment will be required to refresh the current ICT hardware in use within Members homes but it is anticipated that significant revenue savings will be realised through the adoption of alternative and more flexible ways in which Elected Members connect to the Council's network to carry out their Council business. The Members upgrade project will also provide a platform to enable new technologies to be introduced e.g. BYOD to allow more flexible and cost effective ways of working going forwards.

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

**4.5.1** There are no Legal Implications resulting from this report.

#### **4.6 Risk Management**

**4.6.1** There are no Risk Management issues resulting from this report.

### **5 Conclusions**

**5.1** This report provides an update on the progress and outline scope of the Members ICT Upgrade project.

**5.2** It summarises the Council's Information Governance policies and their proposed incorporation into revised Members ICT Usage Guidelines.

**5.3** It provides an update on take-up of the Bring Your Own Device (BYOD) service offering.

**5.4** It also confirms the conclusion of the recent Members Casework Management system development.

### **6 Recommendations**

**6.1** This Committee is asked to note the contents of this report.

**6.2** A Member view of the new Members' ICT Usage Guidelines is also required from this meeting in order that they can be incorporated into a Delegated Officer Decision.

### **7 Background documents**

**7.1** Current Members ICT Usage Guidelines.

## APPENDIX A

### PROPOSED REVISED ICT USAGE GUIDELINES

| <b>GUIDELINES FOR MEMBERS</b>   |
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| <b>SECURITY</b>   |
| The Member should make reasonable arrangements for the safekeeping of their Council-provided ICT equipment.   |
| 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, Central 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.  |
| 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.  |
| <p>Members will at all times protect personal and confidential data and comply with the Council's Information Governance policies. All relevant policies can be found on the intranet under "Information Governance Policies"</p> <p>The Information Governance policies have been developed to ensure the council is fully compliant with all current central government legislation and is a set of multi-disciplinary structures, policies, procedures, processes and controls implemented to manage information on all media in such a way that it supports the organisations immediate and future regulatory, legal, risk, environmental and operational requirements key policies are:-</p> <ul style="list-style-type: none"><li>• Email Management</li><li>• Legal Admissibility Policy – Information Stored Electronically</li><li>• Data Protection</li><li>• Information Security Policy</li><li>• Protective Marking and Asset Control Policy</li><li>• Freedom of Information</li><li>• Records Management Policy</li><li>• Records Retention and Disposal Policy</li><li>• Information Sharing Policy</li><li>• Use of Removable Media</li></ul> <p>Members should be aware of their own responsibilities and liability with respect to the underlying legislation. If clarification is required, then advice should be sought from the Corporate Information Compliance Manager.</p> |
| Data storage: Wherever possible the Member should store their documents on the  |

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| <p>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.</p>  |
| <p>Certain restrictions and safeguards are implemented on to Council devices in order to assist in compliance with the Council's Information Governance policies and also to afford a level of protection both to the Council and to the individual Member</p>  |
| <p><b>ACCESS</b></p>  |
| <p>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.</p>   |
| <p><b>CATEGORIES OF USE</b></p>   |
| <p>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</p>   |
| <p>Private, business and political usage is permissible subject to the following conditions</p> <ul style="list-style-type: none"> <li>• A Member wishing to make such use of Council-provided equipment and software will be subject to a £50 annual charge</li> <li>• There should be no significant usage of Council-funded consumables</li> <li>• 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.</li> </ul>  |
| <p><b>E-MAIL LIMITATIONS</b></p>  |
| <p>Must comply with Corporate Code of email practice for Members (see below)</p>  |
| <p><b>INTERNET</b></p>  |
| <p>Internet facilities are provided to Members primarily for Council business, to assist in carrying out duties as an elected representative.</p>   |
| <p>Members must not use Council-provided equipment to visit inappropriate sites. For guidance, such sites include the following:</p> <p><b>Adults only</b> – 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”.</p> <p><b>Chat – sites</b> 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.</p> <p><b>Drugs</b> – sites that promote or advocate recreational drug use.</p> <p><b>Hate / Discrimination</b> – 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.</p> <p><b>Illegal</b> – 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.</p> <p><b>Murder / Suicide</b> – 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.</p> |

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| <p><b>Personal Information</b> – sites that gather personal information (such as name, address, credit card number, school or personal schedules) that may be used for malicious intent.</p> <p><b>Pornography</b> – sites that contain material that are intended to be sexually arousing or erotic. This includes photos, animation, cartoons and stories.</p> <p><b>Profanity</b> – sites that contain crude, vulgar or obscene language or gestures. Sites that include excessive use of letter substitution are included.</p> <p><b>School cheating information</b> – sites that promote plagiarism or cheating by providing term papers, written essays, or exam answers.</p> <p><b>Sex</b> – sexual merchandising and fetish sites are included.</p> <p><b>Tasteless / Gross</b> – 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).</p> <p><b>Violence</b> – sites that contain graphic images or written descriptions of reckless violence or grave injury (e.g. maiming, mutilation or dismemberment). Includes graphically violent games.</p> <p><b>Weapons</b> – sites that containing information about buying, making, modifying, or using weapons such as guns, knives, swords or ammunitions.</p> |
| 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.  |
| <b>HARDWARE</b>   |
| 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 except with the express permission of the Chief ICT Officer (or nominee)  |
| <b>SOFTWARE</b>   |
| Software from the Council's catalogue will be provided and supported at the Council's expense. Where appropriate training in the use of such software will also be provided. The software 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 or the Council's network (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.   |
| <b>CONSUMABLES</b>  |
| 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. For example, It is recognised that in carrying out their duties, Members may occasionally require access to information on the internet which is not generally accessible from the Council's network. In such circumstances, a Member should submit in writing a request for such access via his or her Group Support Manager

### **ENFORCEMENT**

Inappropriate use of the Council's equipment and software, breaches of these usage guidelines and non-compliance with the Council's Information Governance policies may be referred to the Chief Officer (Central and Democratic Services) for potential investigation by an appropriate Officer and any required follow-up action.

Where criminal conduct may have occurred, breaches may also be reported to the police.

## **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
- discriminatory on the grounds of race, gender, religion, age or disability, 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 Officer (Central and Democratic Services) (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.