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**Report of Chief Democratic and Central Services Officer and Chief Officer (ICT)**

**Report to Member Management Committee**

**Date: 23<sup>rd</sup> October 2012**

**Subject: Members ICT Upgrade Project**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

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**Summary of main issues**

1. The current Members ICT estate is a complex mix of Council owned network connections, Council devices, expensive PDA's and hybrid BYOD approaches.
2. The estate is 4 years old and needs replacing since it is approaching 'end of life'
3. Members ICT support needs updating to reflect the way Members need to work.

**Recommendations**

4. Member Management Committee is recommended to accept the conclusions of this report and the options outlined in Appendix 1.

## **1 Purpose of this report**

- 1.1 The purpose of this report is to set out the proposals for a Members Upgrade Project.

## **2 Background information**

- 2.1 Leeds City Council provides elected Members with applications and services to enable them to carry out their duties both within the Council and on behalf of their constituents.
- 2.2 This involves supplying Members with a complete solution including Laptop and connectivity – typically a dedicated ADSL (Broadband) line provided to the Councillor's home. More recently some Members have elected to use their own broadband connection and personal devices connecting via the Council's VPN solution. Members also utilise a combination of LCC PDA devices and the Council's Bring Your Own Device (BYOD) service delivered to their own personal smartphones and hand held tablets.
- 2.3 Although some Councillors have up to date equipment much of the estate is four years old and needs replacing since it is approaching "end of life".
- 2.4 Members are peripatetic and work varied hours, as such they need solutions that suit these requirements.
- 2.5 Members currently receive exactly the same equipment and software as Leeds City Council officers; it is provisioned in the same way with the same support arrangements.
- 2.6 However a small number of members access more complex systems and services which is organised on a case by case basis due to the costs, training requirements and so forth.

## **3 Main issues**

- 3.1 The current Members ICT provision is a complex mixed estate.
- 3.2 The estate is over 4 years old and needs replacing as it is approaching 'end of life'
- 3.3 Members ICT support is limited especially out of hours.
- 3.4 Members need to move to more modern technology offerings that will enable their work to be carried out more efficiently and effectively.

### **Proposals For The Members Upgrade Programme**

- 3.5 The Council's Essential Services Programme will provide a solid foundation on which to build Members ICT service options, not only in terms of the software on Council devices but also in terms of infrastructure and connectivity which will allow more flexible options to support Members in the ways they choose and need to work.

- 3.6 As part of this initial refresh, it is anticipated that Members will choose from a new collection of options which are outlined in Appendix 1. These options will be updated periodically.
- 3.7 In order for Members to make informed choices around their selections the advantages and disadvantages of each current option are summarised at Appendix 2.
- 3.8 The provision of ICT equipment within the Group Support Offices and other offices used by Members (e.g. within Scrutiny Chairs offices) is outside the scope of this project and will be upgraded as part of the Essential Services Programme as it is rolled out across Council buildings.
- 3.9 The principal revenue savings are based on the removal of Council-provided ADSL connections to Members homes and the replacement of PDAs with alternative means of providing remote access for Members to their calendar and email.
- 3.10 A significant number of Members currently have a direct connection to the Council in their home which is an outdated BT service and is slow.
- 3.11 It is proposed that Members will provide their own broadband and that the Council will contribute to the costs of the service provision through the Members' Allowance Scheme. Advice from the Independent Remuneration panel would be sought to inform the decision.
- 3.12 For those Members who opt for the Council-provided tablet, connectivity would be across the 3G network and so a contribution to broadband costs to the member's home would not apply with this option. Although the tablet will connect to wireless networks and through a broadband link that we recommend all members have.
- 3.13 Given the closer correlation in recent years with respect to Council and non-Council activities, it is proposed that the £50 contribution for personal use of Council provided ICT equipment is discontinued.
- 3.14 Increasingly Members are more reliant on their ICT to support them in the various ways that they choose and need to work, often outside standard office hours. As part of the Members Upgrade Project it is proposed to provide enhanced support arrangements. This would be extended to provide dedicated support resources covering both normal and out of hours working.

## **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 has been utilised to assist in developing and defining service offerings as part of the Members ICT Upgrade project.

4.1.2 The Members ICT Working Group informed the development of these offerings.

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

4.2.1 Flexibility of options

4.2.2 Accessibility hardware and software will be made available with all options

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

4.3.1 There are no implications

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

4.4.1 Limited increase in revenue charges and a more effective service provision

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

4.5 There are no Legal Implications resulting from this report.

## **4.6 Risk Management**

4.6.1 There are no risk management considerations resulting from this report

## **5 Conclusions**

5.1 The current Members ICT estate and associated support arrangement is end of life and needs updating.

5.2 Members need to move to more modern technology offerings that will enable their work to be carried out more efficiently and effectively.

## **6 Recommendations**

6.1 Members Management Committee are recommended to accept the conclusions of this report and the options outlined in Appendix 1.

## **7 Background documents<sup>1</sup>**

None

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<sup>1</sup> The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

## **Appendix 1 – Members Upgrade Programme Options**

Members will be offered some standard components and two options in terms of device that will be replaced on a 4 year cycle, typically to coincide with their re-election. New Members will choose from the options as part of their Induction.

### ***Each Member will be offered:***

A Vasco Token (or equivalent) to provide secure access to email and calendar and the intranet from any non-Council web-enabled laptop or PC. Also for suitable devices (personal iPADS, iPhones or devices with an android operating system), the Member will be offered the Mobile Iron application to facilitate secure access to email and calendar. This enables any Member who chooses to use their own device to do so.

The Member will also be offered a wireless printer for use within his or her home, configured to work wirelessly according to the device option selected.

### **Option 1 - Corporate Laptop**

LCC provides the Member with a Small Form Factor laptop enabling cabled or wireless connectivity (where available) to the LCC network within Council Buildings (Civic Hall, Morley Town Hall etc.). The built-in Wi-Fi will also enable the laptop to connect to home broadband and from other locations where wireless internet access is available.

### **Option 2 – LCC-provided Tablet**

LCC provides the Member with a 3G tablet device and “Mobile Iron” to facilitate access to email and calendar. The built-in wireless will also enable them to connect to home broadband and the internet where Wi-Fi access to the internet is available.

### **Enhanced Support Arrangements**

Increasingly Members are more reliant on their ICT to support them in the various ways that they choose and need to work. The new service offering to Members would provide enhanced support arrangements which could be extended to provide dedicated support resources covering both normal and out of hours working.

## Project and Revenue Costs

### 1. Revenue Savings

Through removal of ADSL lines and PDA's **£75k PA**

### 2. To Be Revenue Costs

Personal Devices Secure Access To E-Mail\Calendar **£ 5K**  
Enhanced Support Arrangements **£45K \*\***  
Connectivity (Broadband Support\3G Connection) **£32K**

**Total £82K PA**

**\*\* Revenue funds for the support role will be REALLOCATED from Democratic services who have previously held the budget for ALL aspects of members ICT.**

### 3. Capital Costs

Project Costs (Project Management & Transition) **£56K**  
Hardware Replacement **£90K**

**Total £146K**

#### Notes

- ∇ **Hardware and printer replacement based on 89 devices, (10 of each having been purchased for new Councillors May 2012, these can either be retained by the current Member or redistributed)**

## Appendix 2

Option	Advantages	Disadvantages
<b>BYOD – Bring your own device.</b>	<ul style="list-style-type: none"> <li>• Flexibility between Council &amp; Private use</li> <li>• Opportunity to upgrade to latest and greatest</li> <li>• Extended choice of device</li> <li>• Convenience</li> </ul>	<ul style="list-style-type: none"> <li>• Inability to work effectively on office documents (dependent on device and software installed)</li> <li>• Responsible for all software and licensing costs</li> <li>• Responsible for own Support arrangements</li> <li>• Responsible for security arrangements(encryption, antivirus)</li> <li>• Responsible for back-up arrangements</li> </ul>
<b>Option 1 - Corporate Laptop</b>	<ul style="list-style-type: none"> <li>• Full client functionality of Office suite (Outlook, Word, Excel)</li> <li>• Ability to utilise other Council-provided software and applications</li> <li>• High Performance device</li> <li>• Full Service wrap</li> <li>• Full Technical Support</li> <li>• Backup facilities</li> <li>• Security (encryption and anti-virus software regularly updated)</li> <li>• Connects to all Council ICT services (e.g. File storage)</li> <li>• Other applications Access to network printing</li> <li>• Ease of use between connected / offline working</li> <li>• Training available to assist transition</li> <li>• Immediate functional support from within Group Offices (officers using similar software)</li> <li>• Better options around assistive hardware and software</li> </ul>	<ul style="list-style-type: none"> <li>• Bulkier than other two options</li> <li>• Slower start up and shut down (2min)</li> <li>• Can't install personal software</li> </ul>
<b>Option 2 - LCC-provided Tablet</b>	<ul style="list-style-type: none"> <li>• Flexibility between Council &amp; Private Use</li> <li>• Portable</li> <li>• Instant switch on and switch off</li> <li>• Convenience</li> <li>• Intuitive</li> <li>• Can connect to Council's Wi-Fi</li> <li>• Training materials will be made available in a variety of formats</li> </ul>	<ul style="list-style-type: none"> <li>• Support on a hardware replacement basis</li> <li>• No access to Council back-up facilities</li> <li>• No direct access to File storage</li> <li>• Limited connectivity to Council network e.g. cannot print to devices on LCC network</li> <li>• Relatively quickly, newer devices will become available but upgrades will not be available within 4 year lifecycle</li> <li>• Relatively small screen may not be suitable for all users</li> </ul>