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

Report to Member Management Committee

Date: 22nd January 2013

Subject: Members ICT Upgrade Project

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

Summary of main issues

The current Members ICT estate is a complex mix of Council owned network connections, Council devices, expensive PDA's (Personal Digital Assistants) and hybrid Bring Your Own Device approaches.

Much of the estate is over 4 years old and needs replacing since it is approaching 'end of life'

Members ICT provision needs to be updated to reflect the changing way Members need to work.

Recommendation

Member Management Committee is recommended to accept the conclusions of this report, which offers new modern ICT solutions incorporating choices around new device options according to the way in which each Member needs and chooses to work.

1   Purpose of this report

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

2   Background information

2.2   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.

2.3   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 (Personal Digital Assistant) devices and the Council's Bring Your Own Device (BYOD) service delivered to their own personal smartphones and hand held tablets.

2.4   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".

2.5   Members are peripatetic and work varied hours and from a variety of locations, as such they need solutions that suit these requirements.

2.6   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.

2.7   A report with proposals for changes to the current ICT Service provision to Members was provided to the October meeting of this Committee. Whilst those proposals were broadly welcomed, the Committee requested additional information and requested that Officers ensured that the costs of the ICT service provision to Members were minimised. This proposal addresses those issues.

2.8   Further discussions have taken place with the Member ICT Working Group and individual Members which have informed the revised proposals.

3   Proposals For The Members ICT Upgrade Programme

3.1   The Council's Essential Services Programme (ESP) provides 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.

3.2   Around a third of Officers have already been upgraded to new technologies under ESP including Microsoft Windows 7 and Office 2010 software. The feedback from those who have been migrated has been extremely positive with high degrees of satisfaction reported.

3.3   Technical developments under ESP have enabled new options outlined at Appendix 1.

3.4   Overall costs indicated within Appendix 1 are dependent on the option Members select – total costs indicated are based on all Members choosing the most expensive option.

3.5   As part of this initial refresh, it is anticipated that Members will choose from the collection of options which are outlined in Appendix 1 and return all of the existing equipment in their possession for secure disposal.

3.6   In order for Members to make informed choices around their selections the advantages and disadvantages of each option are summarised at Appendix 2.

3.7   The principal revenue savings are based on the removal of Council-provided ADSL connections to Members homes and to cease supplying Members with a Council PDA device.

3.7.1   A significant number of Members currently have a direct connection to the Council in their home which is an outdated service and is slow. This service is being discontinued by the supplier in 2013 and therefore an alternative needs to be determined. It is proposed that this service is discontinued and going forwards Members will make their own arrangements with respect to broadband provision within their own homes.

3.7.2   The removal of PDAs will result in some revenue savings to the Council. However, the larger saving comes from not buying new smartphones for Members who, in many cases, already have a device capable of accessing the same services. The current PDAs are approaching "end of life" and need to be replaced. By removing the service offering, the Council will avoid incurring significant additional costs.

3.8   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 technical support in the evening to assist during the transition period.   This arrangement would then be reviewed at the end of the project to determine if there was a need to extend the service on a permanent basis, although it is anticipated that the increased reliability of the equipment and the robustness of the revised service provision would mean that we can retain the current support model. This will be reviewed through the Members ICT Working Group at the end of the Project resulting in a further recommendation brought back to Member Management Committee at that stage.

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 Officers worked with the Members ICT Working Group in the development of these offerings.

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

4.2.1 The flexibility of the proposed options means that each individual Councillor can choose from several offerings, the one which best suits his / her needs.

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**

4.4.2 The refresh of equipment, together with the removal of both the broadband service and PDAs will result in reduce costs to the Council for the ICT support to Members.

4.5 **Legal Implications, Access to Information and Call I**n

4.5.1 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.

5.3 The proposals contained in this report around removing the Council-provided broadband to Members homes and the withdrawal of the PDAs will represent a saving to the Council.

6 Recommendations

6.1 Members Management Committee are recommended to accept the conclusions of this report, including the removal of the current broadband and PDAs.

6.2 Member Management Committee is also recommended to accept the new ICT device options outlined in Appendix 1.

6.3   Further Member Management Committee is asked to consider enhanced support arrangements at the end of the project following a review which will be undertaken in conjunction with the Members ICT Working Group.

7   Background documents[1]

None

[1] 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 ICT Upgrade Project 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 the equivalent ActiveIdentitiy soft token) 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 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.

Project and Revenue Costs

1. **One-off Capital Costs**

   Project Costs
   (Project Management, Technical Development & Transition)   £70K

   Hardware Replacement   £90K

   Total   **£160K**

2. Revenue Costs

Personal Devices Secure Access To E-Mail\Calendar	£ 5K	
Connectivity (3G Connection)	£11K	
10% contingency for equipment replacement	£ 9K	£25K

Revenue savings (through the removal of ADSL lines and PDA's)	(£80K)

Net saving   **£55K p.a.**

Hence savings of c£200K over 4 years

Notes

ν **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)**

ν **Capital costs indicated assume all Members choose most expensive option**

Appendix 2

Option	Advantages	Disadvantages
BYOD – Bring your own device.	• Flexibility between Council & Private use • Opportunity to upgrade to latest and greatest • Extended choice of device • Convenience	• Inability to work effectively on office documents (dependent on device and software installed) • Responsible for all software and licensing costs • Responsible for own Support arrangements • Responsible for security arrangements(encryption, antivirus) • Responsible for back-up arrangements
Option 1 - **Corporate Laptop**	• Full client functionality of Office suite (Outlook, Word, Excel) • Ability to utilise other Council-provided software and applications • High Performance device • Full Service wrap • Full Technical Support • Backup facilities • Security (encryption and anti-virus software regularly updated) • Connects to all Council ICT services (e.g. File storage) • Other applications Access to network printing • Ease of use between connected / offline working • Training available to assist transition • Immediate functional support from within Group Offices (officers using similar software) • Better options around assistive hardware and software	• Bulkier than other two options • Slower start up and shut down (2min) • Can't install personal software
Option 2 - **LCC-provided Tablet**	• Flexibility between Council & Private Use • Portable • Instant switch on and switch off • Convenience • Intuitive • Can connect to Council's Wi-Fi • Training materials will be made available in a variety of formats	• Support on a hardware replacement basis • No access to Council back-up facilities • No direct access to File storage • Limited connectivity to Council network e.g. cannot print to devices on LCC network • Relatively quickly, newer devices will become available but upgrades will not be available within 4 year lifecycle • Relatively small screen may not be suitable for all users