Report

Cabinet Member for Community Services, Work and Skills

Part 1

Date: 12 April 2017

Item No: 01

Subject **Members IT Refresh**

Purpose To present options and make recommendations to the Cabinet Member to determine the requirements for the provision of Members IT Equipment post May 2017

Author Head of People and Business Change

Ward General

Summary The inevitable consequence of any local government election is that Council will be formed of a mix of newly elected and returning members.

It is important that all successful candidates have access to technology that allows them to carry out their roles as elected members.

It is important that this supply of equipment is timed to ensure that all members have access to appropriate technology as soon as possible following the election. This report suggests how that can be achieved

Proposal **To accept the following recommendation:**

1. To select option 1, the provision of Notebook with Microsoft Office Standard 2010 and Windows 7 Plus a Printer for Members from May 2017 and option C, windows phones

Action by Head of People and Business Change

Timetable Immediate

This report was prepared after consultation with:

- Head of Law and Regulatory Services
- Head of Finance
- Chief Democratic Services Officer
- Infrastructure Manager

Signed

Background

The inevitable consequence of any local government election is that the newly elected Council will be formed of a mix of newly elected and returning members.

It is important that all successful candidates have access to technology that allows then to carry out their roles as elected members

It is important that this supply of equipment is timed to ensure that all members have access to appropriate technology as soon as possible following the election. This report suggests how that can be achieved

Current Arrangements
Following the 2012 elections all Members were issued with a new laptop and access token, on request Members were offered a home printer and a home visit was made to every Member to set up the devices and offer basic training to use the technology. Recent usage stats show that 34 members are regularly accessing the Newport City Council network remotely either from home of from other locations.

In addition to a laptop, some members have been issued with windows phones for them to conduct council business. Sixteen Members have council email on their personal devices as a bring your own device (BYOD) solution, and 3 members have been issued with a windows phone. Members currently receive a high level of support from IT helpdesk for their windows phones and personal devices and any issues are resolved as soon as possible

Other Authorities
As part of this work some benchmarking has been undertaken with our future SRS partners:

Torfaen: All Members in Torfaen are provided with Laptops as standard equipment. However over recent months there has been a small trial of Microsoft Surface Pro tablet devices and iPads to test suitability of devices within their roles. The Microsoft Surface Pro devices have proven more beneficial as they are able to use the full suite of Office applications and connect to the Torfaen network for file sharing, emails and printing.

Monmouthshire: Laptops are issued to Members who require this facility, however the council run a "bring your own device" (BYOD) scheme and set up council email on Members own devices. There is a large uptake on the BYOD approach, as Members are comfortable using their own equipment which includes a mixture of Tablet and iPad devices.

Blaenau Gwent: BYOD is the only solution available in this authority. No network access is available on these devices however email is configured on each Members device.

Assessment of Need
It is important that the technology provided by the Council is used only for Council business and is suitable to carry out the tasks that members need to meet the needs of their various roles. Any private needs or wants will, of course, be met privately by members through their personal devices.

Thinking about the needs of elected members, the following requirements come to mind:
- Secure access to save and retrieve documents in the light of the legislative requirements and the Councillor's own Code of Conduct and acceptable use agreements
- Ability to receive and respond to emails via outlook
- Access to the Internet
- Access to Council Papers / Modern.gov via email access; and internet access
- A pdf reader (to allow pdf documents to be opened)
- Microsoft office (for Word, Excel, PowerPoint etc)
- The ability to print documents

Members have access to print documents at Council premises and Members attending meetings are provided with hard copy of agendas and all members receive agendas and reports electronically via Democratic Services.

Arrangements can be made for Members to have council issue printers supplied and installed at their homes during a home visit by staff from the SRS to set up the IT equipment.

Broadband

Most elected members will already have broadband connections. Connecting the Council's allocated equipment to private broadband is unlikely to cost unless members have limits on their account. If any elected member does not have a broadband connection, they should let the appropriate officers know as soon as possible so that arrangements can be made. It is suggested that the Council should not physically supply equipment in these circumstances but make arrangements to meet the cost of installation of a broadband system to allow members to carry out their Council duties and roles. Any issues with the broadband equipment will be for the member to raise with their chosen supplier, of course.

Modern.gov

All members have access to modern.gov via the council website and by downloading the modern.gov app. All new members will be issued with a username and password and training will be available to enable members to use modern.gov to navigate around the site and find papers for the relevant committees.

Kit Retrieval

All Members are asked to return their existing IT kit after the election. Items such as access tokens, docking stations and newer laptops can be recycled and re-issued to Members and staff through the refresh programme. Costs to replace the items that are not returned are not included in the figures below.

Options

There are two sets of options described below. One set for laptops (options 1-4) and one set for phones (A to C).

Laptops – option 1 to 4 are mutually exclusive, i.e. choosing option 1 means that options 2, 3, and 4 will not be available.

Phones – options A-C are also mutually exclusive, i.e. choosing option C no phones means that no Members will be able to have BYOD or a windows phone. This would represent a reduction in the provision currently available.

Options for Laptops

Option 1 – Notebook with Microsoft Office Standard 2010 and Windows 7 Plus a Printer

The Council has a centralised approach to desktop/laptop replacement which has resulted in a number of savings following rationalisation of the volume of council desktop/laptop procurement.

Option 1 seeks to apply the Council's Desktop IT Replacement Policy. Providing all Members with a Notebook with Microsoft Office Standard 2010 and Windows 7 under the five year replacement cycle. In a controlled and planned way, current Members will be asked to return their kit with laptops being issued to returning and new Members through the refresh programme.

In addition to the Notebook, provide all new and returning members with a printer.

Costs:
Support costs are low for this option because laptops form part of the current IT support arrangements and the ongoing SRS arrangements.
Device Costs £705 each (Lenovo 13" laptop £575, Printer £80, token £50, netmotion £135)
Total for 50 Members **£42,000**

Pro's
- Reduce costs because only purchasing for New Members
- Continuing Members are familiar with their existing IT
- Support arrangements are already in place
- Secure device and network access
- Fulfils Members needs
- Fits with the digital strategy and with the IT refresh programme set at 5 years
- Digital champions in Democratic Admin as first line support

Con's
- Laptops not popular with all Members
- Some member consider screens to be too small

Option 2 – iPads

This option includes issuing iPads to all Members. This cannot be funded from the refresh programme and so a bid to the Capital budget will need to be made. All Members will be asked to return their existing kit.

Costs:
Support costs have been identified as medium for this option because the council do no support iPads as standard and the long term arrangements for apple devices through SRS as uncertain
Device Costs £663 each (iPad £400, InTune Control £63, Keyboard /case charger £50, printer £150*)
Total for 50 Members **£33,150**
iPads need 'air-print' printers that are more expensive than standard ones

Pro's
- Touch screen devices may be considered by some as easier to use
- Lighter and more portable
- Can use Modern.gov app

Con's
- Long term support arrangement for apple devices uncertain
- Screens are small
- No facility to save documents / no network access
- Limited word processing
- Possible adverse press

- High replacement costs
- IT will require funding to up skill existing staff to support this technology
- Devices will be heavily restricted for security reasons allowing for minimal personal use
- These are non-stock items. Delays will be experienced in replacing faulty items.

Option 3 - Bring Your Own Device (BYOD)

This option involves Member supplying their own device of choice, including their own printer with support provided by IT for email set up only. All other devices would be the responsibility of the individual to purchase, support and maintain and replace. All Members will be asked to return their existing kit.

Costs:
Support costs are low for this option because IT support is for email set up only.
Device costs are **£0** as members supply their own devices under this option.

Pro's
- Members can use their own devices to suit their needs
- Email access set up by IT

Con's
- No network access
- No print facilities
- No access to drives to save documents
- Less secure option
- High cost to individuals
- No Support
- Blurs roles between personal use and council use and potentially increases risk to information security
- Increases complexity of Public Services Network (PSN) compliance requirements

Option 4 - Surface Pro's

This option involves all members having a new Surface Pro device to support their work. The devices run from a windows 10 operating system that is not yet widely available. If this option were selected then a short term option for new members would need to be provided. These devices cannot be funded from the refresh programme and so a bid to the Capital budget would need to be made. All Members will be asked to return their existing kit.

Costs:
Support costs have been identified as medium/low for this option because as this is considered supported equipment within SRS service.
Device Costs £867 each (Surface Pro £800, printer £75)
Total for 50 Members **£43,750**

Pro's
- Portable
- Easy to use
- Laptop and tablet functionality
- Access to network and print

Con's
- Costly
- Longer timeframes involved in implementation as the existing IT infrastructure needs to be upgraded to accommodate Windows 10
- Would need a short term solution for new members

Options for Phones

In addition to a laptop, some members have been issued with windows phones for them to conduct council business and approximately 16 members have council email on their personal devices as a bring your own device (BYOD) solution, and 3 members have been issued with a windows phone. Members currently receive a high level of support from IT helpdesk for their windows phones and personal devices and any issues are resolved as soon as possible.

This refresh is an opportunity to have more universal arrangements for members IT kit that can be properly supported through IT/SRS agreed support arrangements.

Options below include costings for windows phones and BYOD for:
   a. 50 members
   b. 18 members with special allowances
   c. 10 Cabinet Members
The no phone option is £0 cost.

Option A - Windows phones

This option involves issuing Members with a Windows phone to make calls, send messages and emails and access the internet. Support arrangements are already in place for the phones and any issues can be resolved by Digital Champions or helpdesk. The support arrangements for this option are in line with the current on ongoing support received for Members laptops.

Costs:
Support costs are low because support arrangements already form part of IT and SRS support
Device costs are £170 per phone
Licences costs are £32.50 per person per year
Voice and Data costs are £90 per person per year (£7.50 per month)

   a. For 50 members for 5 years this would cost **£39,125**
   b. For 18 members for 5 years this would cost **£14,085**
   c. For 10 members for 5 years this would cost **£7,825**

Pro's
- Support arrangements are already in place
- Secure option – can be controlled and erased if lost
- Fulfils Members needs
- Digital champions in Democratic Admin as first line support
- Data and calls provided
- Provides a council business phone and number that can be used in place of home phones and personal mobiles
- One off investment with lower support costs
- Two phones provide clarity on personal use and council use

Con's
- Members may have to carry two phones
- More costly option
- Members may need training on a new device

Option B - BYOD for Phones

This option involves members having council email on their personal phones. The set up facility would be made available through IT/SRS but there would be *no ongoing support* for the devices or functionality of the email after set up. This represents a significant reduction in the level of support that is currently offered to support BYOD as the current level of support for individual devices is not sustainable.

Costs:
Support costs are low because the support is for email set up only and **no support** will be offered after initial set up

Device costs are £0 because this option utilises members personal phones
Licence costs are £32.50 per person per year

   a. For 50 members for 5 years this would cost **£8,125**
   b. For 18 members for 5 years this would cost **£2,925**
   c. For 10 members for 5 years this would cost **£1,625**

Pro's	**Con's**
• Members can use their own devices to suit their needs	• Data and call costs are met by individuals
• Email access set up by IT	• High cost to individuals
• No purchase/rental costs for devices for the council	• Less secure option – IT no control over data and security on the phone
•	• No Support will be available for this option
	• Reduction on current levels of provision for devices and support
	• Risk of possible personal data loss
	• Blurs roles between personal use and council use
	• Increases complexity of Public Services Network (PSN) compliance requirements

Option C - No Phones

That no support or devices for mobile phones are supplied to members. This includes the roll-back of existing BYOD licences and support for 16 members and the withdrawal of the 3 windows phones currently in circulation.
Costs:
This option is **£0** cost

Pro's	**Con's**
• All Members have the same IT kit	• Data and call costs are met by individuals
• No issues with security	• Members may choose to use their personal devices, personal email and personal phone for council business
• No purchase/rental costs for devices for the council	• Security issues from using personal accounts for council business
•	• This represents a reduction in the service currently provided

Preferred Option

Laptops

Option 1 is the preferred option.
It overall the least costly option when support costs are factored in. There is also full support available to members to use the devices and all information is held securely. This option fits well with the digital strategy and aligns with future moves to the SRS. A refresh programme runs for the provision of laptops where they are replaced every 5 years or upon a fault with the device.

Phones

Option A is the preferred option
Whilst it is the more costly option to set up, all of the costs for this option are fully known and the support arrangements are in place to offer the expected level of support to Members for their devices. This option removes the potentially high hidden costs of supporting personal devices, that over a five year period will ultimately be more costly. Under the BYOD option there is a higher cost to individuals, the risk of personal data loss and increased issues over information security that arise from using personal devices.

Financial Summary:

For 50 Members	Year 1	Year 2	Year 3	Year 4	Year 5	total
Laptop Licences	6,750					**6,750**
Phone Licences / ongoing costs	6,125	6,125	6,125	6,125	6,125	**30,625**
Capital Financing cost	9,406	9,406	9,406	9,406	9,406	**47,030**
Total Revenue inc Capital Financing costs	**22,281**	**15,531**	**15,531**	**15,531**	**15,531**	**84,405**

The capital cost of £43,750 is to be funded by borrowing, this results in a cost to revenue in the form of MRP and interest. It has been agreed that the value of £9,406 is transferred from existing IT budgets into the centrally-held Capital Financing budget for the duration of the project life (5 years).

Links to Newport Digital Strategy
In October 2015 the Cabinet approved the Digital Strategy for Newport. The key principle of the strategy is that we will put the citizen, customer or business at the centre of what we do.
The preferred option can contribute towards these themes in the following ways:

Simplified and resilient infrastructure –the infrastructure is simplified and resilient by taking the laptop option where the devices are fully supported and secure

Digital by design – accessing information online and via modern.gov and seeking to reduce paper will help to make this digital by design

Using and securing data – Using council laptops and a the council network helps ensure that all information is held in a secure way

Digitally empowered workforce – part of this work includes offering Members appropriate training to set up and use technology in the best way to support their roles

Outline Implementation Plan
For the preferred option:
February to May 2017 – Prepare new laptops
March to May 2017 – communicate new arrangements to Members
Pre-Election 2017 – retrieve IT kit from Members not standing for re-election

Post Election 2017 – distribute new kit to all Members
May to June 2017 – training for Members to use IT kit and Modern.gov
Mid 2018 – investigate possibility of new IT for Members using windows 10

Comments of Chief Financial Officer

Options 1 and A will be funded from existing IT refresh budgets with the revenue implication of the capital spend being vired to cover the future capital financing cost over the five year period. The cost of implementing option 1 is c£22k in year 1 and c£15.5k in the following years.

Comments of Monitoring Officer

There are no specific legal issues arising from the Report. In accordance with the Local Government (Wales) Measure 2011 and the statutory Guidance issued by the Independent Remuneration Panel for Wales, elected members must be provided with the necessary equipment and support to enable them to discharge their Councillor duties effectively, including appropriate IT facilities. The Council's digital strategy also requires Councillors to have electronic access to information in a secure environment, which meets information governance and data protection standards. Following the May elections, all Councillors (both newly elected and returning members) will need to be issued with Council-approved devices with internet connectivity and they will be required to undertake induction training and sign an undertaking to comply with the Council's acceptable use policy. Because of the sensitive and confidential nature of the information that most Councillors will receive, the IT equipment provided must meet stringent security standards. Therefore, there is limited scope for any BYOD solution and the costs of supporting a variety of different devices would be considerable. The option of continuing with the current arrangements and paying for the new Members laptops through the Council's refresh budget, pending a further review through the SRS, is the most appropriate short-term solution.

Comments of Head of People and Business Change

As report author, comments are included in the body of the report

Comments of Cabinet Member

Cabinet Member is fully supportive of option 1. This aligns with the Council's desktop/laptop replacement policy, the Digital Strategy and the move to the SRS.

Background Papers

Digital Strategy (Cabinet October 2015)
https://democracy.newport.gov.uk/ieDecisionDetails.aspx?ID=151
Desktop It Replacement Policy and Purchasing Information V2.3, 12 February 2016

Dated: 11 April 2017