

IT Member Tablet Success Criteria - the standards by which the project would be judged at the end of the pilot to decide whether or not it has been successful.

Pilot New Model Tablet with Elected Members: Councilors Dilwar Ali, **Hinchey/ Elsmore and Hyde

- Define what success looks like
- Success criteria should be measurable and consider what’s important to Members.
- Document success criteria and get everyone to agree to them – meeting held with Cllr Dilwar Ali & Hyde
- Baseline current device performance as measurement to improve.
- Track as appropriate and report on your progress.

Defined Success = provision of a Tablet Device that is fit for purpose and meets the needs of Elected Members to affectively access Emails; Window applications and documents; Modern.gov; Members Intranet pages; and work effectively away from the office environment.

Statutory requirements – the Tablet must meet national and local security requirements

Measurable Success Criteria for Pilot

Criteria	Measure	Outcome
Simplified encryption process for login and password resets. Provision of Good Messaging	<ul style="list-style-type: none"> • Number of password resets during trial; • View on improvements in login-in steps; • Simpler password reset / synchronization procedure; • Usefulness of Good messaging at start screen stage to view emails 	<ul style="list-style-type: none"> • None • 1st stage password stays the same at all times. If Member forgets IT have info so Member just needs to call IT; • 2nd stage encryption password requirement at the moment – finger recognition technology not yet available for this device • Very useful if you want to pick up new messages and email whilst agile working or without fully connecting – Good additional facility; • Speed of logging in procedure good. <p>OVERALL RATING – GOOD Significant improvements have been made.</p>

APPENDIX 1

<p>Improved connectivity</p>	<ul style="list-style-type: none"> • Any connect requirement before full log on; • Use of browser for choice of connection; • Provision of 4G • Speed of connection 	<p>Connectivity in Council buildings variable depending on location – little confusion around staff and guest connection and Cardiff free Wi-Fi. Connectivity with own broadband easy to use.</p> <p>Mobile connection fine</p> <p>OVERALL RATING – IMPROVED CONNECTIVITY & SPEED.</p>
<p>Improved User Experience, including improved battery life, desktop apps and sleep function</p>	<ul style="list-style-type: none"> • Overall experience • Speed of device; • Battery Life • Quieter device 	<p>Improved experience; lighter device</p> <p>Speed much improved</p> <p>Battery life much better</p> <p>Device a lot quieter fan not so noisy.</p> <p>OVERALL RATING – GOOD</p>
<p>Robustness/Reliability</p>	<ul style="list-style-type: none"> • Number of helpdesk calls made; • Hard ware issues? • Software Issues; • Look and feel; • Accessories required 	<p>Mainly human error with new device nothing major.</p> <p>None</p> <p>None</p> <p>Printing issue – but fix has been found</p> <p>Size of screen keyboard to be increased. Lighter device but look same as previous</p> <p>Consider provision of keyboard as standard and protective cover as standard for all devices</p> <p>OVERALL RATING – GOOD</p>

OVERALL – Members were satisfied with the trial. New model met the set criteria as above
Cllr Dilwar Ali (Labour) and Cllr Hyde (Lib Dem) agreed to be Group Champions

ACTIONS:

- GN to update Cllr Hinchey & Cllr Clark of success criteria findings and get authorisation from DG&LS to proceed with negotiations with the supplier on the replacement
- HD to consider timelines for delivery set up of new model tablets;
- HD to provide costs of a case/keyboard accessory for all replacement units.

Other success requirements to be promoted if pilot is successful.

- Provision of accessible and appropriate training and support;
- Provision of User friendly guides;
- Increase the number of tablet users;
- Meet the 10% reduction in paper use for 2015/16.