CITY AND COUNTY OF CARDIFF
DINAS A SIR CAERDYDD

DEMOCRATIC SERVICES COMMITTEE: 30 SEPTEMBER 2015

REPORT OF THE DIRECTOR, GOVERNANCE AND LEGAL SERVICES

ICT MEMBER PROJECT FEEDBACK

Reason for this Report

1.   To receive the evaluation of the implementation of the Member IT Project 2014-15

Background

2.   Councillors agreed the principles of the ICT Member Project and a 'paper-lite' approach for the Council and the Business Case was signed off on this basis.

3.   The ICT Member Project aimed to deliver a new agile way of working for Councillors using technology, reduce reliance on paper copies and generate savings on printing and postage costs.

4.   The project out-performed the original target to equip up to 35 Councillors. 46 tablets were issued; 5 tablets have been returned; and 1 tablet has been issued to the newly elected Councillor for Pentyrch. 32 Councillors have either retaining their existing equipment or been reallocated second user devices from the Members inventory.

5.   An evaluation of the project to assess the outcomes, lessons learnt and to enable IT Officers to consider any feedback and actions was undertaken in at Council on 23 July with an opportunity for Members to feedback by 7 August.

Issues

6.   On 25 March 2015 (Minute No: 30) received an update from the ICT Service Manager on the performance of the tablet devices. Members were advised that a number of unforeseen hardware and software faults had occurred during the roll out period which resulted in a reduced performance.

7. All hardware failures and replacements required to date have been rectified under warranty and the hardware is now more stable. The numbers of faults were not untypical to experiences of other Local Authorities in the introduction of new technology from a variety of vendors and the availability of new models being brought to market to meet demand.

8. As part of the project Members of the Committee were aware of the need for the Council to be compliant with National Public Service Network (PSN) and Payment Card Industry (PCI) Regulations and meet the Government security rules, and as a result the password be-crypt log on system for the devices is more cumbersome than previous.

9. Issues also arose with Microsoft Windows Security Patch updates and the changes to the Council Wi-Fi connection. These areas have been dealt with by IT and through one to one sessions with those Members requiring support.

10. On 25 March, 2015 Members sought assurances in the reliability of devices as a long-term solution; the impact the ICT and Democratic Services Officers on the demand of reported faults and issues; and the length of time taken to get devices back up and running if a fault occurs.

11. On 15 July 2015 (Min No 9) the ICT Service Manager advised that following discussions with the vendor three upgraded models of the Windows device were available for Members to pilot but that these needed to be configured and tested over the summer period. Members were keen that the devices not be rolled out to Members until the devices are fully tested.

12. The Committee was advised of the administrative savings on printing and postage of £28k. Members requested that a full analysis of the costs of IT support to the project were evaluated as part of the business case review.

Evaluation

Questionnaire outcomes

13. Councillors were given a short Survey consisting of multiple-choice questions about Council-provided ICT hardware and software, with space for written comments. (See attached Appendix A). The main focus of the survey was to assess outcomes and experiences of Councillors' with Windows Tablets devices.

14. 49 of 75 (65.33%) Councillors completed and returned the survey. 29 of the 49 Councillors reported that they currently have the Tablet, although some Councillors who had returned their tablets answered the questions relating to tablets.

15. Attached as Appendix B is the overview and evaluation of the survey for the Committee to receive and comment on the outcomes.

<u>ICT Support</u>

16. The ICT Service Manager has undertaken a review of the service calls made in relation to the tablets as compared to service calls made to ICT by Members under the previous ICT for Members regime. The ICT Service Manager has advised that the costs of the support provided over and above normal service was £6,500.

17. There will be additional support costs to be calculated should the pilot of the upgraded models on the tablet be rolled out to Members.

Legal Implications

18. There are no other direct legal implications arising from the content of this report.

Financial Implications

19. The business case indicates a potential saving of £56,204 over a three year period. The cost of the new equipment has been capitalised in the current year. This has been undertaken as an invest to save scheme with the initial cost of the equipment and other facilities being financed from reductions in the cost of printing and other associated revenue budgets.

20. The end of year indicator on printing costs for Democratic Services has shown a saving of 54.49% on printing costs which in budget terms is £21,697. The target savings for 2015/16 is an additional 10%.

21. There is a risk that should Member requirements change then this will impact on the model and could result in increased costs. If this occurs, then any additional costs would have to be met from within existing Council budgets or by a drawdown from reserves.

Recommendations

(1)   to receive the evaluation of the ICT Member Project as set out in Appendix B of the report;

(2)   to note that the pilot of the upgraded Windows tablet be rolled out to Councillors Goddard (supported by Councillor Dilwar Ali), Hinchey and Hyde to pilot for a period of 6 weeks.

(3)   the evaluation of the pilot be reported for consideration to Committee 20 January 2016 and a way forward be agreed at that meeting

(4)   the updated analysis of the business case as set out in the financial implications be noted.

MARIE ROSENTHAL
Director, Governance and Legal Services
23 September 2015

Appendix A: Members' IT Questionnaire July 2015

Appendix B: Evaluation report on the Members' ICT Survey