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**REPORT OF THE DIRECTOR, GOVERNANCE AND LEGAL  
SERVICES**

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**ICT MEMBER PROJECT UPDATE**

**Reason for this Report**

1. To receive an update on the evaluation of the pilot on the new model tablet device for Members; and confirm the process for the transition.

**Background**

2. The Member ICT Project was established to provide Members with a new agile way of working using technology, to reduce reliance on paper copies and generate savings on printing and postage costs, 'and the Business Case was signed off on this basis in April 2014.
3. The project out-performed the April 2014 business case target to equip up to 35 Councillors. 46 tablets were issued; 5 tablets have been returned; and 1 tablet has been issued to one of the newly elected Councillors. 32 Councillors have either retained existing equipment or be reallocated other devices.
4. On 25 March 2015 (Minute No: 30) the Democratic Services Committee 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. 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.
5. All hardware failures and replacements of devices had been rectified under warranty.
6. As part of the project Members of the Committee were made 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 was more cumbersome than previously. Further

work had now been undertaken to improve the log on and password procedure.

7. At the Committee on 25 March, 2015 (Min No 30) Members sought assurances on the reliability of devices as a long-term solution; the impact on the ICT and Democratic Services Officers on level of demand of reported faults and issues; and the length of time taken to get devices back up and running if a fault occurs. This assurance was provided at the meeting by the ICT Service Manager.
8. At the Committee on 15 July 2015 (Min No 9) the ICT Service Manager advised that following discussions with the vendor three new 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 were not rolled out until the devices had been fully tested.

### **Issues**

9. The outcome of an evaluation of the Members ICT Project undertaken in July and August 2015 was reported to the Committee on 30 September 2015 (Min No 16). The ICT Service Manager accepted from the discussions at the Committee that there remained some operating issues, and undertook to address these with individual Members.
10. It was also confirmed that 3 new trial models were being tested by ICT prior to being piloted for a period of 6 weeks by Councillors Dilwar Ali, Hinchey and Hyde.
11. As part of the trial evaluation success criteria were agreed by the Members undertaking the pilot; ICT Service Manager and Committee & Members Services officers.
12. Councillors Dilwar Ali, Hinchey and Hyde received their devices for piloting in late October and November and the evaluation exercise on the agreed success criteria was undertaken on 2 December 2015. Appendix 1 sets out the criteria and the findings.
13. The Director of Governance and Legal Services in consultation with the ICT Service Manager and the Cabinet Member for Corporate Services and Resources received the results of the pilot evaluation against the success criteria; authorised that discussion continue with the vendor for the replacement at no additional charge of the Members tablets; and that a transition programme for Members to the new tablets be prepared for commencement once the new devices had been received and configured.

### **Transition arrangements**

14. There are currently 41 tablets in use by Members including two Members who currently have the upgraded device as part of the pilot.
15. Delivery of all of the new devices will be by 21 January 2016. Once received individual devices will need to be configured.

16. It is proposed that Committee & Members Services team will support the ICT officers in the roll out of the upgraded device and therefore as part of the pre-training arrangements will each receive one of the current spare devices to familiarise themselves and to use as an agile device at Council and Committee meetings in the same way as Members.
17. Devices for Members will be provided in six tranches and this programme is being finalised with ICT Officers but it is proposed that this is done in groups of 7 Members, either at County Hall or by arrangement with the individual Member at their home.
18. Members will need to make themselves available for approximately two hours to handback their old device with the charger (if possible in the original box); receive their new device; have a demonstration on the log on process; connecting to Wi-Fi; and the additional new features which include Good Messaging and the Modern.Gov App.
19. Councillors Dilwar Ali, Gareth Holden, Keith Hyde and Adrian Robson have each agreed to be party group IT Tablet Champions and provide support and advice to other Members.
20. Further consideration of the costs for ancillary equipment and compatibility of current equipment purchased by Members with the new model is ongoing and will form part of discussions with individual Members as part of the roll-out. There is no budget allocation for the purchase of any additional equipment as part of this project.

### **Legal Implications**

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

### **Financial Implications**

22. The April 2014 business case indicated a potential saving of £56,204 over a three year period. The cost of the new equipment was capitalised in the 2014/15, and the project was 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.
23. The end of year 2014/15 out- turn on printing costs for Democratic Services showed a saving of 54.49% on printing costs which in budget terms was £21,697. The target savings for 2015/16 is an additional 10%.
24. 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 pilot of the new model tablet undertaken on 2 December 2015;
- (2) to note the proposal for the roll –out of the upgraded tablets to Members in groups of 7 to be supported by IT and Committee & Members Services Officers;
- (3) thank Councillors Dilwar Ali, Gareth Holden, Keith Hyde and Adrian Robson for agreeing to support the project as Member IT Champion.

**MARIE ROSENTHAL**

**Director, Governance and Legal Services**

14 January 2016

Appendix A: Evaluation Criteria Outcome report from Pilot of new model Tablets.