

AGENDA MANAGEMENT SHEET

Name of Committee Resources, Performance & Development
Overview & Scrutiny
Date of Committee 27 February 2007
Report Title Update on Members use of ICT
Summary This document provides an update on Members use of ICT.
For further information please contact: Tonino Ciuffini
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Would the recommended decision be contrary to the Budget and Policy Framework? No.
Background papers Members Computing
 Corporate Services Overview & Scrutiny
 25th April 2006

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

- Other Committees
- Local Member(s) Cllrs Booth, Cllr Atkinson, Cllr Hicks
- Other Elected Members Cllr Alan Cockburn
- Cabinet Member
- Chief Executive
- Legal Sian Stroud
- Finance
- Other Chief Officers
- District Councils
- Health Authority
- Police

Other Bodies/Individuals

FINAL DECISION NO

SUGGESTED NEXT STEPS:

Details to be specified

Further consideration by this Committee

To Council

To Cabinet

To an O & S Committee

To an Area Committee

Further Consultation

Resources, Performance & Development Overview & Scrutiny

27th February 2007

Update on Members' use of ICT

Executive Summary

The last twelve months has seen a consolidation of the ICT services provided to Members, for remote access from home. It has also seen a significant extension in this service by the introduction of the Blackberry facilities to provide remote and mobile access to their emails.

There are also plans to further extend the range of services available to Members over the coming twelve months including access to the Intranet and wireless facilities when they are in the Shire Hall complex.

Members are asked to:-

1. Note the progress made with regard to Members ICT facilities over the last twelve months.
2. Comment on the plans for further extending ICT facilities to Members over the next twelve months.
3. To specifically comment on, and provide feedback on the ICT services that they receive.

Agenda No

Resources, Performance & Development Overview & Scrutiny Committee

27 February 2007

Update on Members use of ICT

Report of the Strategic Director of Resources

Recommendation

Members are asked to:-

- 1) Note the progress made with regard to Members ICT facilities over the last twelve months.
- 2) Comment on the plans for further extending ICT facilities to Members over the next twelve months.
- 3) To specifically comment on, and provide feedback on the ICT services that they receive.

1. Introduction

This document provides an update report on:-

- 1) The ICT facilities currently provided to Members.
- 2) Plans for the development of Members ICT facilities over the next twelve months.
- 3) Comments from Members on the facilities and services that they receive.

2. Members' use of ICT over the last twelve months

Over the last twelve months we have:-

2.1 Completed the rollout of ICT facilities to all Members who required them. Members have access to:-

- A secure Broadband connection for each Member
- A laptop computer with an optional docking station and mouse
- A duplex monochrome laser printer.

There is one Member who has selected not to have PC access to our systems from home. Where Members are also District Council Members we have shared the PC and Broadband costs with the Districts. This also removes the need for a Member to have two separate PCs.

2.2 Completed the rollout of the Broadband facilities to all Members including one Member who was unable to receive it through the normal BT service.

2.3 Improved the resilience and the availability of the Members access from home through the introduction of new facilities in the ICT central datacentre.

2.4 Simplified the log-on process to allow Members to access their ICT facilities and information more easily.

2.5 We have also introduced a new ICT service for Members by providing them with Blackberries which allow them to send and receive e-mails when they are away from home or Shire Hall. We initially carried out a pilot of six Members, and following this we ran a seminar for all other Members to convey the benefits the pilot users had received from the use of Blackberries.

Following on from this seminar, 37 out of the 62 Members requested to receive a Blackberry. These facilities have now been provided to all Members who requested them. Initial informal feedback on the facilities provided is positive.

3. ICT Support for Members and satisfaction of the service

3.1 Support continues to be provided to Members by the Service Desk facilities provided by ICT. Our Production Service Desk is also available to offer extended hours support services for Members between 5.30pm and 10.00 pm.

3.2 In response to a previous survey, we have introduced an 'ICT Surgery' for Members on the day of County Council meetings. Members can drop in and speak to staff from the ICT Service Desk on any queries they may have about the use of their ICT facilities.

3.3 Following an issue that one Member had with accessing the ICT facilities in October, a brief electronic questionnaire was sent to all Members to ask them about their satisfaction with this service at that time.

Members were asked how they found the system of access.

Total Responses Received	More Than acceptable	Acceptable	Unacceptable
25	12	9	4
	48%	36%	16%

- 3.4 The four Members who expressed dissatisfaction were contacted individually. Shortly after the survey, the revised, simpler method of access was introduced with one-to-one training for all Members as part of the roll-out.
- 3.5 In the near future all Members will be invited to comment formally on the ICT Services that they receive as part of Resources Directorate Members Satisfaction Survey.

4. Extension of ICT facilities for Members over the next twelve months

- 4.1 Over the next twelve months it is planned to further extend the range of facilities currently available to Members.
- 4.2 All Members will be provided with access to the new WCC Intranet including access to a specific Members' Only Area. This is currently planned to be piloted with a small group of users who have formed the Members Intranet Forum. We currently expect to launch the full Members' Intranet in April 2007.
- 4.3 During the next quarter all Members will also receive access to the latest version of Lotus Notes email facility. This will not only provide general improvements in the way in which they can manage and use their email, but in particular may offer another opportunity to further simplify the log-on process from remote PC's either at home, work or anywhere else.
- 4.4 During the next quarter we will be introducing wireless Wi-fi facilities into the Member area of the Ante-Chamber and around the Committee Rooms at Shire Hall. We will be piloting this and plan to allow Members to come into the offices and easily access their systems and files using their laptop facilities without the need to plug them into a network point in the wall. Further training on this facility will be available prior to implementation.
- 4.5 Following a specific request from the Leader of the Council we will also be providing additional facilities in the Member Group Rooms. A second PC will be provided in each of the Group Rooms to increase access to systems. The Group Rooms will also be equipped with a TV screen to provide access to BBC News Information but also as another means of providing information to Members from our Intranet in the future.
- 4.6 We will continue to monitor the progress of the Blackberry mobile e-mail service that we provide to Members. In particular we will invite those Members who have chosen not to take this service initially to review their position after 3-6 months based on other Members' experience.

- 4.7 Over the next quarter we will also pilot a new approach to providing remote support to reduce the need for a home visit or Members to return the PC to Shire Hall in the event of technical problems.

5. Recommendations

Members are asked to:-

- 5.1 Note the progress made with regard to Members ICT facilities over the last twelve months.
- 5.2 Comment on the plans for further extending ICT facilities to Members over the next twelve months.
- 5.3 To specifically comment on, and provide feedback on the ICT services that they receive.

DAVE CLARKE
Strategic Director of Resources

Shire Hall
Warwick

01 February 2007