

Appendix 1.

Mobile/Remote Working and Corporate Website

Presentations to Members 21 May 2013 – Report back from Website Development Board 26 June 2013

At the request of the Finance & Performance Management Scrutiny Panel ICT gave presentations to Members on the above topics, the comments and feedback was published in the Members' Bulletin, and was also referred to the Website Development Board for consideration. In addition Members were invited to make further comments, or get involved in a Website/VPN user group – no further comments or expressions of interest in the user group were received.

The table below repeats the information previously published, with the addition of the response of the Website Development Board.

	Category	Issue Raised	Website Team response to Member comments	Website Development Board View on Member comments
1.1	Remote access	VPN unwieldy and cumbersome to use	ICT are investigating alternatives, including 1.3 and 3.4 below. ICT will report back to the Scrutiny Panel in due course.	Agreed, alternatives to be investigated
1.2	Remote access	VPN tokens a nuisance and easily lost/damaged	A system that sends the code to a mobile phone or smart phone is currently being investigated. Members who wish to retain VPN will be advised when this is available.	Agreed, plans to be put in place for migration
1.3	Remote access	Access to restricted papers/material	It is possible to extend the modern gov application to allow access to restricted papers via the app on tablets, or via an extranet. Democratic Services are investigating the costs. Referred to WDB for consideration.	Agreed, Democratic Services to obtain quote
1.4	Remote access	VPN on Apple Macs	ICT were already investigating making VPN available for Macs following an earlier staff request, this work is in progress. Members who wish to retain VPN will be advised when this is available.	Noted

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1.5	Remote access	VPN on Android tablets and Apple iPads	Testing is complete of VPN on iPads, and will shortly begin on Android tablets. Members will be advised when this is ready to be rolled out.	Noted
1.6	Remote access	VPN user Training	Training needs to be more bespoke to meet individual needs, possibly including help with initial set up at Members homes. ICT will report back to the Scrutiny Panel in due course.	Agreed, ICT to present report
1.7	Remote access	Remote support	ICT will investigate provision of remote support to Members during office hours, this will also link to possible provision of remote support to ad-hoc home workers. ICT will report back to the Scrutiny Panel in due course.	Agreed, ICT to present report
1.8	Remote access	Download links for modern.gov	Members were advised these links are on the new Members page (see 4.12)	Noted
2.1	Email	Members request email accounts	ICT to investigate cost implications and technical limitations, ICT will report back to the Scrutiny Panel in due course.	Agreed, ICT to present report
3.1	Mobile working	Choice of device	ICT will be pleased to advise Members on possible alternatives to traditional PCs/laptops	Noted
3.2	Mobile working	Connectivity/Broadband issues	ICT are currently aware of two alternatives to traditional broadband: 4G mobile Wi-Fi, and Fibre Wi-Fi	Noted

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3.3	Mobile working	Civic Offices Wi-Fi	ICT confirmed that the project to replace the Member/public wifi in the Civic offices is on track, and the extent of coverage is being discussed. At a minimum this will cover the Leaders office, Members room and committee rooms as well as the chamber. Members will be advised when the new network is live.	Noted
3.4	E Mobile working	Members request email access on mobile devices	Possible using Good for enterprise once email is given, cost is £140 per Member account (accounts can be reallocated when Members change), and annual maintenance of £19 per account. ICT will report back to the Scrutiny Panel in due course.	Agreed, ICT to present report
4.1	Main Council website	Overall design good, and improvements over old site commented on	Noted, it is good that Members have understood the work involved, and the overall strategy that led to the current design	Noted
4.2	Main Council website	Broken twitter link on modern gov pages	Noted, Democratic services to resolve	Noted
4.3	Main Council website	Site map not alphabetical	Site map is created automatically and reflects the website structure, as such it cannot be alphabetical. As an alternative there is a comprehensive A-Z listing. We will investigate whether we can add instructions to the site map page on how to use 'Ctrl+F' to search the page. Referred to WDB for consideration.	Rejected - Site map is a representation of the structure of the website, not an A-Z, as such it will not be changed
4.4	Main Council website	Links on home menu not really relevant to that menu option	Website development team are looking to implement a 'Help' menu option in the right most menu position which will hold the accessibility, cookie and privacy pages, Referred to WDB for consideration.	Agreed for implementation

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4.5	Main Council website	Some pages overly wordy and lack focus	Work is currently in progress to streamline page content, and as a result all pages will have been reviewed by website development team by the autumn. A revised style guide is being prepared for the website user group. Referred to WDB for consideration.	Agreed that work should resume on content clean up in July/August
4.6	Main Council website	Links require clearer text in some cases	Agreed, Website User group to be tasked with resolving	Agreed that work should resume on content clean up in July/August
4.7	Main Council website	Text size small	Text size can be changed by users using the browser text size setting, and also by using the scaling tool on the accessibility page. The recent accessibility audit did not raise any concerns about text size, Referred to WDB for consideration.	Rejected - Text size is same as other websites, and can be changed using either tools available on the site, or browser settings.
4.8	Main Council website	Banner links can be distracting/confusing	Agreed, Banners have already been moved to the footer of the page to resolve this issue	Agreed that change is correct
4.9	Main Council website	Search results can bring back older material as the first result	The nature of the Google search means that old material will always come through. However, we can potentially create a filter to exclude the results from the committee system upon user request. We can also force Google to return a search result of our choice as the first option, the web user group has been asked to provide a list of suitable page, the web development team will chase this up so this can be implemented. Referred to WDB for consideration.	Rejected – search must be comprehensive Agreed – Website Development team will create custom links as Users are not progressing this

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4.10	Main Council website	Website does not function well on mobile devices/mobile website slow	ICT have just implemented a new template for the news site which is 'responsive' in that it rearranges the page content to suit the screen size of the device. This template also changes the menu type to suit the page size. ICT are currently testing a similar template for the main website, and hope to implement it over the next 2-3 months after being referred to WDB for consideration. Once this is complete the current mobile site will be obsolete.	Agreed – ICT have been tasked with implementing the responsive solution on the main website, and decommissioning mobile site
4.11	Main Council website	Slideshow too big	The current slideshow is similar in size to other Council website (and in fact slightly smaller than the one on Harlow's new site). The slideshow scales well on mobile devices. The slideshow is not being changed at present, but will be reconsidered by WDB after we have moved to a responsive template (4.10).	Rejected – slideshow is no larger than other public sector sites (eg Harlow, Data.gov.uk). Alternative slideshow types do not work as well on range of devices. New template may make changes to slideshow size, or to width of page making slideshow look dominant
4.12	Main Council website	Member specific content spread across a number of pages on the main site	A test Members homepage has been created to resolve these issues, and was well received in its current state by the large majority of Members attending. See 5.1-5.12 for details of the comments	Noted
4.13	Main Council website	Main menu too comprehensive and closes too fast	Agreed, work in progress to replace this already, WDB to consider.	Agreed, menu to be reduced to Levels 1 + 2 only, and limited on number of items, this is also essential for mobile users on the new responsive template

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4.14	Main Council website	Future development plan commented on positively	Noted, and it is clear that Members and the website development team are both looking for similar refinements.	Noted ICT have been tasked with beginning the implementation of the 'closed' style lists following the website migration to the new responsive page structure.
5.1	Members site	Link required to list of Members	Agreed, this will be added to the quick links list	Agreed to be added
5.2	Members site	Your Council link on link list not required	Agreed, will be removed	Agreed for removal
5.3	Members site	Local plan link required	Already present, but titled "Planning our future", this will be made clearer	Agreed for amendment
5.4	Members site	Council News and Twitter duplicates homepage	Members homepage was designed as 'one stop' page for Members, and as a result the news and twitter was included to ensure Members are aware of what is new. This can easily be removed, the general view from Members was this was useful, but referred to WDB for consideration.	Rejected – majority of Member of opinion was that this was useful being on this page
5.5	Members site	What's new duplicates Meetings list	Meetings will appear on the What's new listing; however it also provides a list of issues and decision. This list can easily be removed, the general view from Members was this was useful, but referred to WDB for consideration. Investigation will be done to see if it is possible to remove meetings from this feed	Rejected – majority of Member of opinion was that this was useful being on this page, investigation to be continued on possible streamlining of list
5.6	Members site	Use of word 'issue' on What's new list	This list is a feed from the committee management system and as such reflects that system.	Rejected – training issue

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5.7	Members site	Slideshow not required on this page	Agreed that this is not really needed for this particular page. Can be removed if required, general view was that this wasn't a particular issue but referred to WDB for consideration.	Agreed for removal
5.8	Members site	Why does page say that public are welcome to use the page	Page is in our public website, and as such is freely available. The open nature of the page means that no restricted material can be published on it, wording will be reviewed based on overall feedback, then referred to WDB for consideration.	Agreed that there is no real need for the text on this page
5.9	Members site	Log-in function	We would not be looking to implement a log-in on the Members homepage as it currently stands, however we are investigating the secure extranet extension to modern gov (1.3) which would give a secure log-in to allow access to restricted material.	Rejected – the main website is not intended to act as an extranet Agreed – investigation of extranet extension to committee system
5.10	Members site	Access to phone directory	This is not possible on the public website in full. The A-Z listing gives contact numbers for each section of the council as a short term solution, and it is also available via VPN. If the modern gov extranet (1.3) is implemented we will be able to provide a phone/staff directory via that secure portal, alternatively if Good is implemented (3.4) that will give full access to the same data.	Rejected at present, pending potential implementation of extranet extension to committee management system
5.11	Members site	Why is page called Members homepage if public can view it	Members information was suggested as alternative. This can easily be changed, but the general view from Members was the current name was fine. Referred to WDB for consideration.	Agreed that better page title is required, possible option - Council Update?

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5.12	Members site	Too much content	Content can easily be removed, but the general view from Members was this layout was fine as it currently stands. Referred to WDB for consideration.	Rejected as majority of Members were content with current layout
6.1	Member involvement	Creation of a user group	Agreed that this could be a useful addition, Assistant Director of ICT to progress issue.	Agreed, but no interest shown by Members following invitation in Members Bulletin.