Report to the Finance and Performance Management Scrutiny Panel

Date of meeting: 17 September 2013

Portfolio: Finance & Technology

Subject: Information and Communications Technology (ICT) Update

Responsible Officer: David Newton   (01992 564580).

Democratic Services Officer: Adrian Hendry   (01992 564246).

Recommendations/Decisions Required:

(1)   To receive a presentation of the proposed ICT Strategy and note the contents.

(2)   To consider potential options for improved Member connectivity following feedback from the recent website & mobile working workshop.

(3)   To recommend preferred solutions to Cabinet for consideration as part of the capital funding program.

Executive Summary:

The ICT Strategy 2013/2018 has been approved internally by the Leadership Team and Management Board. This is an opportunity for Members to have time to consider this critical document prior to it being taken to Cabinet on 21st October for formal adoption.

A number of issues were highlighted during the website and mobile working workshop held for Members on 21st May. ICT have identified a number of solutions for Member consideration and recommendation to Cabinet.
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Reasons for Proposed Decision:

The terms of reference of the panel include – 'to monitor and review progress on the implementation of all major ICT systems'.

The Mobile/Remote Working and Corporate Website document produced following the workshop has been distributed via the Members Bulletin following Officer discussion at the Website Development Board. A number of issues have been identified which require the consideration of this panel.

Other Options for Action:

Members' could accept the current level of connectivity and reject some or all of the options for improvement.

Report:

1. ICT Strategy.

Development of the ICT Strategy began in early 2013. Work started by identifying the drivers influencing change both internally and externally. Based on these drivers, a list of projects and initiatives were identified and their benefits assessed. All the information was then analysed and grouped into 10 high level key themes.

This draft proposal was taken to Leadership Team for comment. All feedback was incorporated into the draft which was subsequently approved by Management Board with further minor amendments.

The detailed strategy has now been produced and consists of three documents. These have been distributed to FPMSP Members and Document 1 has been distributed to all Members.

- Document 1: ICT Strategy –core document; this is an over-arching 5 year strategy. Preparatory work on its replacement will commence in summer 2017.

- Document 2: ICT Projects; this gives a listing of all projects, and will be updated annually

- Document 3: ICT Update; this gives an annual update of the progress made, the internal ICT position and also issues around the role of ICT in the broader work of the Council.

It is intended to take the strategy to Cabinet on 21st October for formal approval.

Not all items included within the strategy have been budgeted for. These will be taken to Cabinet for consideration on a rolling program.

2. Member Connectivity.

Following the presentations to Members on mobile working and the new website on 21 May 2013 Members were given initial feedback to their comments from the website team via the Members Bulletin.

The Website Development Board **(WDB)** met subsequently and discussed a number of key issues referred to them, and the views of the board were again published via the Members' bulletin. **(See Appendix 1).**

A number of issues were identified as requiring further action and the major points and ICT recommendations are detailed below. These are all subject to the cost implications detailed in section 3 of this report.

2.1 VPN Access was considered unwieldy by Members. As a first step to address this, it is proposed to migrate Members from physical VPN tokens to a 'soft token' system, which sends access codes direct to a smart or normal mobile phone. It is proposed to start the migration of Members in October/November.

2.2 VPN user training is being reviewed as part of our overall training review, ICT are also happy to assist in set up as required on Member's laptops or visiting Member's homes to assist with desktop. This service will be available from October, and will be facilitated through

a bookings system.

2.3 Remote access to Member's machines to assist with VPN issues is still under consideration.

2.4 Email provision via VPN for Members is possible. This will enable all Members to have an official Epping Forest DC email address (e.g. jsmith**@eppingforestdc.gov.uk**)

2.5 Email provision via Mobile Devices (i.e. iPads, iPhones etc.) is also possible, using the GOOD application currently being used by officers.

2.6 An update to the current modern.gov app could be applied to allow access to restricted documents, thus allowing Members to access these documents securely from their mobile devices.

2.7 The majority of Members who attended agreed that the Member specific page demonstrated addressed the majority of their issues. Subsequently, this was applied to the website and adopted by the WDB.

3. Funding requirements.

The cost implications to the ICT recommendations in section 2 are detailed below.

Report Item No.	One-off costs - Capital	On-going annual costs - Revenue
2.1 VPN access	£1,160	£0
2.2 VPN training	£0	£0
2.3 Remote access	£0	£0
2.4 Email via VPN	£11,600	£3,480
2.5 Email via mobile	£14,000	£2,000
2.6 Access to restricted documents	£0	£7,400
2.7 Members website page	£0	£0
Total	**£26,760**	**£12,880**

Resource Implications:

Any One-off Capital costs will need to be agreed by Cabinet whilst on-going Revenue costs would need to be added to the ICT maintenance budget as growth items.

Legal and Governance Implications:

None

Safer, Cleaner and Greener Implications:

The adoption of email and access to restricted documents via mobile devices has the potential to reduce paper and printing costs for the Authority.

Consultation Undertaken:

None

Background Papers:

ICT Business Plan 2012/2013 – 2013/2014

Impact Assessments:

Risk Management

All projects are assessed on an individual basis and a risk capture sheet is contained within the current ICT Business Plan.

Equality and Diversity:

Did the initial assessment of the proposals contained in this report for relevance to the Council's general equality duties, reveal any potentially adverse equality implications?	**No**
Where equality implications were identified through the initial assessment process, has a formal Equality Impact Assessment been undertaken?	**No**

What equality implications were identified through the Equality Impact Assessment process?
None

How have the equality implications identified through the Equality Impact Assessment been addressed in this report in order to avoid discrimination against any particular group?   **No**