

Meeting of:	Democratic Services Committee
Date of Meeting:	Monday, 25 November 2019
Relevant Scrutiny Committee:	All Scrutiny Committees
Report Title:	ICT Update for Members
Purpose of Report:	To inform Members of any new developments or issues within the ICT service and how they relate to the services provided to them.
Report Owner:	Managing Director
Responsible Officer:	Nick Wheeler, Operational Manager (ICT)
Elected Member and Officer Consultation:	None
Policy Framework:	The terms of reference of the Committee include responsibility for overseeing the Council's approach to Member Development, including Member ICT.
<p>Executive Summary:</p> <ul style="list-style-type: none"> • The report feeds back the findings of the last Members ICT Satisfaction survey and advises Members of progress in relation to the following projects: <ul style="list-style-type: none"> - Roll out of Office 365 to Elected Members and officers; - Network infrastructure improvements; - Update on the performance of the Corporate Print Strategy. 	

Recommendation

1. That Members note the content of the report.

Reason for Recommendation

1. To ensure Members are made aware of any developments to their ICT Service to the wider Council.

1. Background

- 1.1 The Committee's terms of reference include responsibility for overseeing the Council's approach to Member Development. As part of its role, the Committee has agreed that a Members' ICT update be a standing item on the agenda for each meeting.

2. Key Issues for Consideration

- 2.1 Elected Members were invited to take part in an ICT satisfaction survey after the summer recess 2018 resulting in a 58% response rate.
- 2.2 This allowed Members to feedback on a whole year of ICT support at that point in time. This survey provided an accurate indication of the extent, and type of ICT usage by Members, their appraisal of the quality of ICT support available to them and any improvements identified.
- 2.3 The ICT Service: The ICT Service was viewed as 'Fairly Important' or 'Very Important' by 100% of respondents; 33.3% of respondents have 'Rarely' or 'Very Rarely' experienced any ICT-related issues; the Quality of the ICT Service was rated as 'Excellent' or 'Very Good' by 92.5% of respondents; 76% of respondents thought that the ICT support hours served their needs.
- 2.4 The Technology: 89% of respondents rated the ICT kit which they were provided with when they took up office met their needs as an Elected Member; 81.5% of respondents thought that connecting to the Council's computer network from home was a simple process; 79% thought that accessing their emails on their Council mobile phone was easy to do.
- 2.5 ICT Security and Information Management: 100% of respondents said they were aware of the Council's Information Management and ICT Security policies; with 92% saying that they felt secure from cyber threats when using their Council computer equipment.
- 2.6 Training: 81.5% of respondents believed that they had received adequate training to use their Council computer equipment with 55% saying that they

would be interested in receiving further training if it was offered but their availability to attend this training may prove challenging due to their workloads.

- 2.7** Lessons Learned: ICT have liaised with the Council's Organisational Development Team with a view to providing additional training resources to Members; the introduction of Auto-VPN as part of the Windows 10 upgrade programme has improved and simplified remote access; Office 365 to be introduced to further improve remote ICT services; ICT Service Desk to endeavour to improve resolution updates for Members.
- 2.8** Office 365 is currently being rolled out across the organisation. Chief Officers and their PA's were migrated to Office 365 through September 2019 with Legal and Democratic Services and Finance departments being migrated through October and November. The rollout across the rest of the organisation being phased in over the next c. 12 months.
- 2.9** The productivity suite of products, e.g. Outlook, Word, Excel, OneNote, etc., is being included in the initial product 'suite' along with 'Teams', a new product for the Vale of Glamorgan Council which will facilitate instant messaging, presence, video conferencing, and improved collaboration and data sharing opportunities.
- 2.10** A system called 'Intune' (which is part of the Office 365 suite of products) will replace AirWatch on all Council smartphone and Android devices. Intune makes access to emails and calendars on mobile phones much simpler as it is very intuitive to use. Intune will also provide access to Teams.
- 2.11** A Members' Office 365 pilot was originally planned for November 2019, initially with Cabinet Members, but has since been postponed until the New Year due to the timing of the snap election. The wider rollout to all Members will be programmed in following the feedback from that pilot.
- 2.12** Face-to-face training will be provided to Members as part of the rollout, facilitated by the Organisational Development Team, with ICT being on hand to support any technical issues.
- 2.13** The Learning in Digital Wales 2 (LiDW2) programme was completed in March 2019. As part of this Welsh Government funded programme, all schools in the Vale were migrated onto the all Wales secure public sector computer network (PSBA) resulting in the internet speeds for Primary schools being upgraded to 100Mbps and Secondary schools being upgraded to 1Gbps.
- 2.14** A subsequent four-year programme of works funded by the Welsh Government has been announced which will see all aspects of ICT in schools being raised to Welsh Government's recently published Education Digital Standards guidance.
- 2.15** Across Wales, £50million has been made available in year one, £30million in year 2, £15million in year 3 and £10million in year 4, with the Vale's proportion in year 1 being c. £2.1million.
- 2.16** There are seven 'waves' to this programme of works which will be delivered in order, starting with upgrading the internal wired and wireless networks inside schools (waves 1 and 2) through to the procurement of servers and digital devices for learners and training for teachers (waves 3 - 7).

- 2.17** The Council's Wide Area Network (WAN) which is the network that connects all Council buildings in the Vale has also been migrated onto the all fibre PSBA network, proving greater data speeds and resilience as compared to the previous WAN which was based on wireless / radio technology.
- 2.18** As part of the PSBA managed service, a new wireless network service called 'GovRoam' has been introduced. GovRoam is also being introduced by the majority of Council's in Wales which will allow staff and Elected Members to connect back to their local ICT services from any Council building in Wales to further improve remote connectivity.
- 2.19** Members will be aware that a new corporate Print Strategy was introduced in Q2 2018/19, the aim of which was to reduce the volume of hard copy prints that are being generated by the Council and reduce the associated costs and carbon emissions.
- 2.20** It has become apparent that on average, print volumes have not reduced in the last 12 months following an initial drop, despite the strategy, a reduction in physical printers and associated staff communications.
- 2.21** Print volume reports show that some Multi-Function Devices (MFD's) are being over-utilised by up to 600% in certain areas as compared to their design specifications, and others are just seeing 1% usage. This type of use will shorten the lifetime of the MFD's so it is currently being accessed whether the physical locations of MFD devices should be changed to improve their efficiency / lifetime.
- 2.22** It is hoped that the introduction of Office 365 will go some way to reduce the need for hard copy prints as the ability to collaborate on digital documents will be simplified and become more intuitive going forward. Communications relating to the Print Strategy will go out again to remind staff to limit their print usage where possible and offer advice in terms of how services can change their business processes to remove the need for hard copy prints to meet the target of 40% reduction in print volumes over 4 years.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

- 3.1** Raising overall standards of achievement by improving the network infrastructure and associate digital devices to meet Welsh Government Education Digital Standards guidance.
- 3.2** Reducing poverty and social exclusion by increasing access to digital technology and improving digital skills.
- 3.3** Promoting sustainable development band protecting our environment by reducing the number of hard copy prints therefore contributing to the Council's Carbon Management Plan.

4. Resources and Legal Considerations

Financial

4.1 There are no financial considerations that arise from this report.

Employment

4.2 Additional ICT resources will likely be required to deliver the Education Digital Standards programme of works to improve ICT in schools but provision has been made in the grant to fund these resources on a temporary basis.

Legal (Including Equalities)

4.3 There are no legal considerations that arise as a result of this report.

5. Background Papers

Welsh Government's 'Education Digital Standards' Guidance