IT FOR MEMBERS

To:	**General Purposes Committee**
Meeting Date:	**15 March 2016**
From:	**Corporate Director, Customer Service & Transformation Chief Finance Officer**
Electoral division(s):	**All**
Forward Plan ref:	**Not applicable** *Key decision:* **No**
Purpose:	**This paper is to outline a proposal to reduce Members operating costs and provide improved services by the provision of hardware and software for Cambridgeshire County Council Members**
Recommendation:	**a) It is requested that the Committee agree the proposals contained within this report for the provision of hardware and software for all Members**
	b) It is requested that the Committee agree the provision of software that will enable Members to access Council emails and diaries securely through their own devices

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1.   OVERVIEW

1.1   This discussion paper is to outline a proposal for the cost effective provision of hardware and software for Cambridge County Council Members, using quality industry supported products

1.2   These technologies are already in use by staff within the Authority and so we have tested them and are confident about their interworking and compatibility.

1.3   In line with the Council policy to create a paperless environment wherever possible, this proposal will the realise significant savings in the cost of print, hardware leases, manual preparation, distribution costs and waste disposal by facilitating improved electronic access to Council systems and business papers. In the development of these proposals, Group Leaders have commented on the impetus to realise the savings represented by this shift as soon as possible.

1.4   Currently Members use a wide range of personal equipment to access confidential data.

1.5   This has been identified as significant personal and business risk. This proposal addresses these risks taking account of the statutory requirements around information management and security.

1.6   The paper has been informed over a number of months by meetings with individual Members, with Democratic Services and with the informal Member IT working group.

1.7   The requirement to move Members to a paperless office environment with full security conformance will be achieved by uniformly implementing this approach, with an understanding of the specific needs of Members in doing so.

2.   PROPOSAL

2.1   The proposal has two key aspects to it, firstly the provision of hardware/software, laptops/tablets for all Members, and secondly the provision of software that will enable Members to access Council emails and diaries securely through their own smartphones and personal devices

2.2   **The proposal for Laptops and Tablets** recognises that technologies on these devices are continuing to merge during the life cycle of this report process. It is proposed to provide all Members with a standard mobile device.

Dell Large Form Tablet 10" Venue Pro+ with Keyboard

2.3   In the timescales leading up to a 'go live' decision on this proposal the models will change but the above is an excellent, current example of suitable hardware for capability and cost modelling purposes.

2.4   There are other capable devices shown in the attached costings schedule that were considered in that hardware appraisal, **Appendix A**.

2.5   All devices will be:

- Built to a high quality standard for all Members with the software build to include all the access required for that role;

- Using standard licenced products where ever possible centred on Microsoft
  based systems to take advantage of the Council's existing low cost Enterprise Agreement with Microsoft.

2.6   Screen Layouts and detailed content of the applications and software will be established following further review with a representative group of Members.

2.7   For Members who may need special access provision these requirements would be managed in the same way as any member of staff who has special access requirements so that a fully inclusive service can be delivered.

2.8   Other information related to the roll out of laptops/tablets:

- Systems will be setup to auto connect to CCC and Cambwifi;
- Assistance and guides will be available for other connections if required;
- CCC email to be standard default with the security of spam filtering;
- Members will be part of Active Directory as an enabler to these enhanced systems;
- Devices will have CCC Antivirus management and Corporate Encryption;
- They will be built and setup with Skype for Business ready for when this goes live;
- Devices will meet mandatory Data Protection requirements;
- One to one personal induction will be offered to all Members on collection;
- Training will be provided by IT Services and a User support point via Members services;
- Devices will have printing setup and a 3G / 4G SIM;
- Remote access will be available direct to CCC network (avoiding the use of Dongle authentication and enabling simpler and faster connection).
- A choice of secure bags for device transport will be available;
- The devices selected will represent the best capital pricing including a 3 year warranty for lowest ongoing cost.

2.9   Taking into account only the print related savings the cost of CCC Laptops or Tablets for the current 69 Members would save over £50,000 over 3 years and over £100,000 over a 5 years term – the 5 year saving shown is after a post 3 year warranty provision for a hardware replacement at a cost of circa £40,000.

2.10   Any mobile devices that are not required, following the implementation of the outcome of the Boundary Review, will be retained as whole unit and loan machines for Members' use.

2.11   The full costing schedule attached as **Appendix B**.

2.12   It should be noted that there is a data, application and security requirement for all Members and staff to have standard CCC email addresses, to use encryption and be on the Council's Active Directory.

2.13   The Operational Security Requirements are included in this document as **Appendix C**.

2.14   The overview and deployment of Skype for Business is included in this document for information as **Appendix D**. Further information will follow about the roll out of Skype for Business in due course.

2.15   **The proposal for software for personal smartphones and devices** recognises that Members will still continue to want the convenience of accessing key information, such as emails and diaries, securely on their own devices. We propose to achieve this through the replacement of the current DME remote access with a new application called GOOD, see **Appendix E** datasheet for more details. In summary, the introduction of GOOD we will achieve:

- Flexible and improved personal IT security;
- Ease of use and data access;
  - o Through GOOD Members will have an easy one touch access to Council diaries and emails
  - o GOOD will create a secure User environment within the device to isolate Council system from personal non Council systems
  - o And we will benefit from a 40% annual cost benefit and improved functionality

2.16   GOOD as an application is also being rolled out as a significant cost saving service improvement for the Council's workforce and will enable improved Member communication with Council Officers.

2.17   The devices will be paid for from the Smarter Business capital fund that has already been approved by Members, see existing capital programme for LGSS Managed. However, the savings identified will be savings on revenue costs – of printing, of software licences.

3.   OTHER SUPPORTING PROGRAMMES

3.1   There are a number of related improvement programmes in Member Services that will run in parallel with the roll out of new hardware and software.

Committee Management Information (CMIS)

3.2   The Committee Management Information System (CMIS) allows Members, Officers and the Public, controlled and secure access to published information. Details will be available on a wide variety of topics including items such as a Councillor's political affiliations, their attendance records, decision histories, meeting reports, minutes and agendas.

3.3 With the CMIS Agenda Builder the Democratic Services team can quickly produce agenda packs, update them in minutes and distribute them by e-mail to everyone requiring a copy. Democratic Services staff can easily upload the relevant documents, associate each one with a particular agenda item, and then the application CMIS collates them all into a single easy to read document. All papers are automatically placed in correct order, with numbered pages and agenda items. All Members can then receive them by email or access the pack online.

3.4 This automated process reduces Democratic Services reliance on other Council departments and onthe current systems' web based activities. Use of CMIS will:

- Reduce the operational support cost of the current bespoke system.
- Enable improved, multi site use,
- Ensure the use of an industry standard management tool used by all LGSS partner Councils.

Skype for Business

3.5 This technology will soon start to be rolled out for staff within the Council. It will provide the following benefits:

- Instant Messaging;
- Presence;
- Audio Conferencing;
- Web Conferencing;
- Screen Sharing;
- It will conform to all legal, policy and security requirements;
- Improve Members' interaction with the public and council services;
- Provide the capability to fast track mandatory changes and processes;
- Lead to improvements in engagement with peer groups, officers and partner agencies;
- A reduction in operating costs;
- Inclusivity.

3.6 The technology used will be chosen from proven suppliers with a focus on existing economies of scale, low purchase cost and minimal ongoing support costs. In-house training on Skype for Business will be integrated with new Members' induction.

Other proposed improvements

3.7 Identified below are developments that will improve IT access, reduce operational costs, extend the use of IT and realise further benefits.

- Review of equipment and access to IT Functions within the Kreis Viersen Room with consideration of:
  - Large panel screen for Skype and more detailed documents (spreadsheets / graphs)
  - Video Conference facilities
  - Improved document sharing/reading during meetings.
- Installation of "spider phones" to improve conference call quality

- Future implementation of VoIP telephony
- Improvements to network bandwidth to enable best use of the new online facilities.

3.8 These improvements to be trialled and tested by Members for consideration in other Members' Group areas.

4.0 RECOMMENDATIONS

4.1 It is requested that the Committee agree the proposals contained within this report for the provision of hardware and software for all Members

4.2 It is requested that the Committee agree the provision of software that will enable Members to access Council emails and diaries securely through their own devices

5. ALIGNMENT WITH CORPORATE PRIORITIES

5.1 Supporting Councillors to undertake their roles through the use of better IT will in turn support the organisation's ability to achieve all corporate priorities:

- Developing the local economy for the benefit of all
- Helping people live healthy and independent lives
- Supporting and protecting vulnerable people

6. SIGNIFICANT IMPLICATIONS

6.1 Resource Implications

Appendix B to this report sets out the financial implications of the recommendations made in this report.

6.2 Statutory, Risk and Legal Implications

No significant issues are identifies in this area.

6.3 Equality and Diversity Implications

No significant issues are identifies in this area.

6.4 Engagement and Consultation Implications

No significant issues are identifies in this area.

6.5 Localism and Local Member Involvement

No significant issues are identifies in this area.

6.6 Public Health Implications

No significant issues are identifies in this area.

Recommended: Compact & High Performance

Dell Large Form Tablet 10'' Venue 11 Pro + Tablet keyboard 98621764	
P/N 203-64411-LGSS	
Processor	Intel Core M-5Y10 Processor (4MB L3 Cache, 2.0GHz Dual-Core
Memory	4GB Memory
Screen	10 Inch IPS Display With HD (WXGA 1280 X 800) resolution with 10-PT Capacitive touch
Hard Drive	128GB Solid State Drive
Wireless	Intel 7265 Dual Band 2X2 802.11 AC WiFi+ Bluetooth 4.0
OS	Windows 8.1 Pro 32 bit English
	Dell Wireless 5810E 4g lte Mobile Broadband Card
Warranty	3yr collect and return warranty
Keyboard	Dell Tablet Keyboard Mobile English P/N 580-ABWU
Price	£541.70
Market price	£674.89

High Performance Laptop with conformance

Dell Latitude E7250 LGSS Higher spec 98626970	
P/N 210-ACWG-LGSS	
Asset Tagging - ESS-ASST1	
Processor	Intel Core i5-5300U Dual Core 2.3GHz 3M Cache
Memory	4GB 1X4GB 1600MHz DDR3L Memory
Screen	12.5" Non Touch HD (1366X768) Anti Glare WLED LCD, WLAN+WWAN
Hard Drive	128GB Solid State Drive Mini Card Latitude
Wireless	Intel Dual band Wireless AC 7265AC 802.11 ac/a/b/g/n 2+2 + Bluetooth 4.0 LE Half Mini card
	Qualcomm Gobi 4G LTE Wireless Card
OS	Windows 7 Professional 64 bit
Warranty	3Yr Basic Warranty NBD
Price	£567.84
Market cost	£899

Description	One Time Capital cost	Ongoing annual costs					5 Year Unit cost of Ownership	5 Year totals for 69 x Members
		Year 1	Year 2	Year 3	Year 4	Year 5		
Dell Large Form Tablet 10" Venue Pro+ with keyboard	£542							
Annual support	3yr included	0	0	0	n/a	n/a		
Quality Bag	£30							
SIM annual charge		60	60	60	60	60		
Software build , microsoft licences and network setup	£175	0	0	0	0	0		
Good Software for Remote Access. 1st year cost includes setup cost per device	£60	100	100	100	100	100		
							5 year unit cost of Ownership	5 year cost to equip all 69 x Members with Laptops
Unit costs Internal traded ex vat	£807	£160	£160	£160	£160	£160	£1,607	£110,862
		Unit cost for 3 years	£1,287				3 year cost for 69 devices	£88,782

Savings Generated						5 Year cost of ownership
Description	Year 1	Year 2	Year 3	Year 4	Year 5	
Current Annual External print costs based on 15k plus paper	£20,000	£20,000	£20,000	£20,000	£20,000	
Manual Handling / Admin	£2,500	£2,550	£2,600	£2,650	£2,700	
Postage and enveloping	£3,600	£3,650	£3,700	£3,750	£3,800	
DME Software for Remote Access circa 60 x licences	£8,640	£8,640	£8,640	£8,640	£8,640	
Staff overhead 1/2 person oncost	£15,000	£15,000	£15,000	£15,000	£15,000	
Paper secure disposal based on 50 x bins at £11 each	£550	£550	£550	£550	£550	Projected 5 Year costs
Indicative Annual savings	£50,290	£50,390	£50,490	£50,590	£50,690	£252,450
	Existing 3 years cost	£151,170				
Total savings over 3 year term						£62,388
Total savings over 5 year term						£141,588

Additional costs	Start up Training for all Members	Annual provision for new starters and top ups				5 year total	
In House IT Training Budget provision	£4,000	£800	£800	£800	£800	£7,200	Recoverable if not used

Information Security

What you need to do

CCC has a legal and moral obligation to its service users, citizens, employees, partners and other stakeholders to safeguard the personal and/or sensitive information it holds, processes or manages. Specifically, under principle 7 of the Data Protection Act 1998, the Council is obliged to ensure that:

"Appropriate technical and organisational measures [are] taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data".

What you must do and must not

- Manual records containing personal information should be locked away in a cabinet or drawer when not in use.
- When documents containing personal or confidential information have reached the end of their life dispose of them by shredding or use the confidential waste bins.
- Do not share your user ID or password with anyone.
- All members must use cambridgeshire.gov.uk email address with new Council tablets/laptops. **Please note** that if sending personal information by unsecured email (outside of the cambridgeshire.gov.uk email system) then its security cannot be guaranteed. If it is necessary to send information in this way and you do not have access to secure email, make sure it has been either password protected or de-personalised. Send the data as an attachment to the email and flag as confidential.
- If you are required to take personal data home and IT equipment (including laptops, tablets, smartphones), do not leave the information unattended for any length of time, especially in a vehicle overnight.
- Remember - at all times treat people's personal information as you would wish your own to be treated.

Training

An Information Security e-learning module is available on the [Online Learning Centre](#), with other e-learning courses currently in development. Log into the Learning Centre, click on the 'Online Courses' logo, then 'Essential Training', then 'Information Security (Cambridgeshire & Huntingdonshire)' under the Information Management heading. Additionally, a PowerPoint Training course about information sharing can be found on the Council's website as part of the [Cambridgeshire Information Sharing Framework resources](#)

Key guidance

There are three key policies in this area:

- [Protective Marking Policy](#): this provides guidance on the three levels of sensitivity of information handled in the Council and the protective marks used for each – Official sensitive. It sets out how to use protective marking to indicate to others how information needs to be handled.

- [Safe Information Handling Policy](#) : this provides more specific information on how information at different levels of sensitivity should be handled. A two-step process is recommended: first work out how sensitive your information is, then decide how to handle it. The policy includes standards for maintaining a secure office environment, managing paperwork, including faxing and post, electronic transit of information and phone use. More information on this policy can be found by following the link on the left.

- [Information Security Incident Policy](#): this sets out what action needs to be taken by the involved service and by Information Governance in the event of an information security incident.

Information security – key rules and good practice for members and officers

Information security is a vital part of being able to rely on the information we hold, for instance that it's accurate and is accessible when needed.

Much of this amounts to common sense; stopping and thinking about the sensitivity of the information and taking appropriate actions to prevent it from being lost, stolen or accessed by someone with no legitimate reason to see it.

Security in the office

Our offices are only as secure as we make them. Don't allow people you don't know to tailgate behind you when going through a swipe-card access door. All staff should have their ID card on them at all times so don't be afraid to ask someone to see it.

Make sure paper files are securely stored away when they are not being worked with. Securely dispose of any documents with personal or business sensitive information in them by using the blue confidential waste bins.

Use 'Follow Me' printing on Canon MFDs or consult the user guide for your MFD/printer on how you can 'secure print' so that documents are not left on the printer, where they could be accidentally picked up with other papers.

If you need to use fax, double-check that you have the correct number before sending and, again, make sure no papers (sent or received) are left on the machine.

Secure use of ICT systems

Just as we keep offices secure, we need to keep our ICT systems secure too. Good passwords are the first line of defence. Create strong passwords by using a mix of upper and lower case, numbers and symbols. Change them regularly, never write them down in a way somebody else could recognize them and never share your password.

Always lock your PC (do this by pressing the Windows key and 'L') when you are going to move out of sight of the desk you are working at.

Store work-related information on systems (such as AIS and Wisdom) or shared network areas so that it is accessible to other members of staff that may need to refer to it.

You must only access information that you require for your work and must **never** access information about services users without a valid business need to do so. Contravening this may result in disciplinary action being taken.

Data quality

Inaccurate information can lead to incorrect actions and decisions being made. Ensure all relevant details are recorded accurately and that the information is kept up-to-date. This is especially important for key details such as a person's address.

Think carefully about what you are recording, stating facts and making it clear when you are recording an opinion based on facts. Be aware that if you record information about a person, they have a legal right to make a request to see it.

Working outside of the office

The most secure way to work on Council information electronically is via the remote access system Juniper or via a Council-issued encrypted device (laptop, smartphone, USB memory stick etc) and only store the minimum information needed for the task at hand. If you have

any queries about obtaining or using these systems and devices, please contact the Business Support Helpdesk.

If you need to take paper records out of the office, take copies rather than originals where possible, only take the minimum amount of information required, sign out the information so there's an audit trail and ensure at all times that the info is kept as securely as possible.

Sharing information

What you can and cannot share is always dependent on the specific situation. For example:

- Why is the sharing necessary? What will the information be used for and what would be the consequences if we do or do not share the information?
- If the information relates to an individual, have they consented to the sharing or is there another legal reason that allows us to share without consent?
- Are you sure the person asking for the information is who they say they are? Are you confident the contact details you have are correct? If in any doubt, check.

Remember that not sharing information can pose as big a risk as potentially sharing information inappropriately.

Refer to the Council's Safe Information Handling Policy for further guidance.

Sending information securely

The most common mistake with sending information is also the easiest to prevent: always double-check that the address is correct (whether postal or e-mail) and that all of the information in the envelope or attached to the e-mail is for the intended recipient.

When sending by post, mark the letter as appropriate depending on the sensitivity of the content (e.g. 'private and confidential'). Ensure the letter or parcel is securely sealed. Send mail by recorded delivery where this is required.

There are various different options available that, depending on the case, can be used to send information electronically in a secure way outside of the Council. The Managed File Transfer system can be used to send information, whilst there are also secure e-mail accounts (for example Government Connect and NHS.mail) that can be applied for in some situations.

Refer to the Council's Safe Information Handling Policy for further guidance and contact the Business Support Helpdesk to discuss any ICT requirements.

When things go wrong

If information is lost, stolen, sent to the wrong place or accessed by someone with no legitimate reason to see it, report it to your manager, the Business Support Helpdesk (if ICT related) and the Information Governance Team.

The Information Security Breach Policy can be found on CamWeb.

Skype for Business

Microsoft Skype for Business is a communication tool that is able to integrate with CCC Active Directory to help improve accessibility to more innovative & efficient communication channels.

The tool will be rolled out to Members and Staff during the 2016/17 financial year, training and documentation will be available.

Basic features of Skype for Business include:

- **Instant messaging -** Users can send messages to each other in real-time using the instant messaging (IM) features in SfB. IM's are a simple mode of real-time communication that provides an excellent way for users to conduct a conversation in a quick manner without requiring an email or a phone call

- **Presence -** Presence allows users to identify when the right time to communicate with a colleague is and what type of communication is the most appropriate; this feeds from Outlook calendars

- **Audio calls-** Audio calls can be made internally to other SfB users, to federated SfB partners (trusted relationship), or with users of SfB for home use.

- **Audio conferencing -** Audio conferencing is a basic requirement for any organisation and presents a great opportunity for cost savings when deployed on-premises. Participants' names are displayed and active speakers can be identified visually.

- **Web conferencing –** Using SfB in meetings enables collaboration scenarios that are useable and promote productivity – regardless of whether the meeting participants are in the same room collaborating, across town in another conference room.

- **Video conferencing** – SfB simplifies the user experience by incorporating peer-to-peer and multiparty video into the unified client. Video is easy and natural to use in a scheduled meeting scenario, when spontaneously starting a meeting or escalating a basic audio conference or multiparty IM conversation to video conference.

- **Meeting management** - SfB meetings bring together traditionally separate components of desktop video, audio conferencing, web conferencing, content sharing and room based video conferencing solutions into a single unified experience.

- **Screen Sharing-** a useful feature to assist with training or to make sure that those dialling into a meeting and seeing the same information as the people in the meeting room.

Appendix E: GOOD Remote Access

Gillian Beasley Blog 13th January 2016

'Good' will replace DME as a remote working solution. This will be rolled out on all new smartphones and then on tablets. I have been piloting 'Good' personally and have been very pleased with it. I think it should provide an excellent solution to our remote working requirements.

Good Remote
Access.pdf