

MEETING**PERFORMANCE AND CONTRACT MANAGEMENT COMMITTEE****DATE AND TIME****WEDNESDAY 11TH JUNE, 2014****AT 7.00 PM****VENUE****HENDON TOWN HALL, THE BURROUGHS, NW4 4BG**

Dear Councillors,

Please find enclosed additional papers relating to an urgent late item approved for inclusion by the Chairman.

Item No	Title of Report	Pages
8.	ANY OTHER ITEMS THAT THE CHAIRMAN DECIDES ARE URGENT	1 - 6

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	AGENDA ITEM 8 Performance and Contract Management Committee 11 June 2014
Title	Members IT – Roll out of iPads
Briefing Note	
Status	Public
Enclosures	N/A
Officer Contact Details	John Hooton, john.hooton@barnet.gov.uk . 020 8359 2460

Summary
This report provides the Committee with information in respect of the roll out of iPads, in response to a late item requested by Councillor Cooke.

Recommendations
1. That the Committee note the briefing provided in respect of members IT.

1. Executive Summary

- 1.1 In the spring of 2014, Group Leaders took the decision to roll out iPads for members following the local elections on 22nd May 2014. Prior to this, a number of members took part in an iPad pilot project.
- 1.2 There have been a number of issues experienced as part of this roll out. The Capita IT team have been prioritising the resolution of these issues, and this briefing note provides a status update for the Performance and Contract Management Committee.

2. Background

- 2.1 There were a number of drivers for the roll out of iPads for members:
 - **Security** - following tightening of government IT security (known as “PSN compliance”), it is becoming increasingly difficult to access Council data away from Council PCs and laptops. So for example, access to the Council network through home PCs is no longer permitted. In addition, password security has been tightened on blackberry devices. The iPad solution enables government security requirements to be met;
 - **Connectivity** - a key driver of this project was to make mobile connectivity easier for members; and
 - **Cost savings** – the Council has to save over £70m in annual running costs by the end of the decade. The roll out of mobile technology to replace printed and couriered committee papers will contribute to future savings. It is estimated that the roll out of iPads will save the Council £90,000 per annum in printing and courier costs.
- 2.2 The outcome of the roll out of iPads is to ensure that the technology is in place to deliver the drivers set out above.

3. Current issues

- 3.1 Following the issuing of new IT to members following the election in May, there have been a number of problems experienced in respect of the roll out, and the support provided to ensure that this roll out happens effectively.
- 3.2 Councillor Cooke has requested an update for the Committee on the following matters:
 - Councillors emails being locked and not working;
 - Server problems;
 - The absence of any project manager;
 - Delays in rolling out council mobile phones to councillors;
 - Problems with Ipad set-up and system, including the cover not fitting; and

- No Wifi availability in the Town Hall;
- 3.3 This briefing note sets out an update on these matters and others matters raised in recent days, along with timeframes for their resolution.

Email & Server Problems

15 calls were received from Members about problems receiving and sending email last week. The email accounts of Councillors is been split between two servers, one of which experienced an intermittent fault last week that resulted in member I-Pads occasionally stopping. The ICT team finally resolved the issue on Friday 6th June when a number of Councillor email accounts were switched to an alternative Server.

This issue is has now been resolved.

Delay in issuing mobile phones and/or landlines

Members can request a mobile phone and any requests that have been made are being processed. All requests will be dealt with by the end of next week.

iPad Project Management

The project manager who led the roll out of members IT left recently and has been replaced. Contact details have been circulated to all members. This issue is therefore now resolved.

iPad set up, system and covers

Some Councillors experienced a 'hard reset' with their iPad, meaning that it reverted to factory settings. It is likely that this is due to multiple attempts to input incorrect passwords. For security and compliance reasons the devices are set to do this in order to protect the data held on the iPads.

The IT support team have been in contact with these Councillors to assist further and ensure that this does not happen again.

Some Members also reported problems with the size or the bulkiness of the iPad case, which was agreed as a standard by the working group that agreed the roll out. The IT support team are contacting those members who have reported this and an alternative format of case will be offered to address the problem by the end of this week. The Bluetooth keyboard that has been provided will also work with this case.

Wi-Fi availability

Members' I-pads do not use the Wi-Fi network and are designed to use 3G/4G as the primary network rather than WiFi. The IT support team have not

been made aware of any issues with this functionality not working and there have been no formal reported incidents or issues. However, the IT support team are in the process of contacting all members to ensure that this set up is clarified and understood.

Other issues

A number of other issues have arisen in respect of members IT, and they are set out below.

Password Issues

A number of members' have experienced password compliance issues as a result of a manual error by the IT team. In handling an error for one member, this was inadvertently replicated across a number of other member iPads. These specific issues have now all been resolved.

Monitors

At the members' induction event, it was confirmed that monitors for iPads could be provided to Councillors should this be requested. This can be provided by contacting IT support.

Apple ID for downloading apps

Assistance is available on setting up a corporate Apple ID for downloading apps on the iPad through IT support. This was not clarified at the induction event but has now been clarified to all members.

Committee Papers – access through ModernGov

Concerns have been raised about access to committee papers through the ModernGov system.

The ICT team have been contacting all Councillors attending this week's committees to check that they can access papers through Modern Gov, and will also be available at the committees next week to support Members directly.

Due to the issues last week and to ensure the effectiveness of these meetings, printed papers will also be provided for all three committees scheduled this week.

IT support have also contacted new members to arrange providing them with Citrix access for accessing email and committee papers through the computers in the Group Party Rooms.

4. Next steps

4.1 A further update report will be provided to the Performance and Contract Management Committee members by the 23rd June to update on the status of the issues noted in this report. This report will also highlight the feedback received from the iPad pilot, how this is being taken forward, and to confirm the future milestones in terms of improvements to members IT.

5. ICT Support contacts and escalation

5.1 Key contacts for member queries on IT support are set out below:

Support	Contacts
For all member ICT support in the first instance	Liam Mannion and Pravin Bhakta 020 8359 2400
To speak to the Project Manager in charge of the members iPad project please contact Neil Chandarana	Neil.Chandarana@barnet.gov.uk 020 8359 8919
If Councillors wish to escalate anything individually, they can always contact Council client leads Jenny Obee (Head of Information Management or Victoria Blyth (Information Manager)	jenny.obee@barnet.gov.uk 020 8359 4859) or victoria.blyth@barnet.gov.uk 020 8359 2015)

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