



CAI.34 11/12

Challenge & Improvement

Tuesday 28th February 2012

Subject: Agile Working – E-Delivery Update

Report by:

Contact Officer:

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Purpose / Summary:

To update Members on progress with Agile Working and the associated infrastructure upgrades associated with the programme.

RECOMMENDATION(S):

- 1) That Members note the report and accompanying presentation to be delivered at the meeting**

IMPLICATIONS

Legal: All public bodies are legally obliged to protect all personal information they hold. Since 6 April 2010 the Information Commissioner's Office has had powers ranging from serving assessment and monetary penalty notices to prosecuting organisations that fail to protect the information they hold. The introduction of these policies will reduce the risk of loss or accidental disclosure of personal, sensitive and classified information from West Lindsey District Council in that compliance will establish good security practice throughout the organisation.

Financial: None directly in relation to this report

Staffing : None directly in relation to this report

Equality and Diversity including Human Rights: None directly in relation to this report

Risk Assessment: A requirement for a risk assessment has not been identified.

Climate Related Risks and Opportunities: The provision of information electronically will result in reduced paper and ink consumption by the authority in the provision of member communications. This will be in some way offset by the power consumption of electronically powered equipment and the impact of petro-chemical based manufacturing use in the production of computing equipment.

Title and Location of any Background Papers used in the preparation of this report:

Not applicable

Call in and Urgency:

Is the decision one which Rule 14 of the Scrutiny Procedure Rules applies?

Yes

No

X

Key Decision:

Yes

No

X

1. Introduction to Agile Technology

- 1.1 The initial implementation of Members ICT is now complete insofar as each of our 37 elected members is actively using personal computing equipment to receive committee agendas, minutes and reports.
- 1.2 This is one component of the corporate Agile Working Programme which includes the implementation of new technologies and information management processes to support our corporate adoption of paperless working.
- 1.3 Agile Working includes a number of enabling technologies to facilitate more effective working practices:
 - SharePoint
 - Video Conferencing
 - Electronic Document Records Management Systems
 - IP Telephony
 - Wireless Networking
 - Village Hall Wi-Fi
 - Self Service
 - Mobile Working
 - Desktop Redesign
- 1.4 The implementation of SharePoint software is an ongoing project which will eventually replace the existing intranet system used within the authority, and provide a mechanism for Members to have much better visibility of the information relevant to their wards and political roles. The Business Improvement Team have recently introduced SharePoint to the HR function and will continue to migrate our service areas as processes are redesigned in the coming months. Members will shortly be invited to participate in a design workshop to scope their information requirements in order to create the Member Portal and the presentation of information required by elected members.
- 1.5 Video Conferencing equipment has been implemented and is being used increasingly to reduce the time lost travelling to meetings around the county, with associated reductions in carbon emissions.
- 1.6 Electronic Document Records Management Systems have been used in our Revenues, Benefits and Planning functions for some time. We are currently planning the expansion of the incumbent system across the authority to enable access to scanned paper records from remote locations; removing the need to attend the Guildhall simply to handle paper records.
- 1.7 The corporate IP telephony system is an essential component in our Agile Working aspirations, and is successfully being used to support

home and mobile working through integration with mobile phone and wireless networks.

- 1.8 The corporate wireless networking system was expanded during 2011 to cover all 7 district councils in Lincolnshire, enabling staff to connect to the corporate network from each of the other partner locations. This functionality will be extended in the next month to include the County Council, and will provide the platform to share the public sector estate between the tiers of local government.
- 1.9 We now have over a dozen remote locations enabled with wireless access to the internet through our extension of the corporate wireless networking system into village halls. This provides a 'park and connect' facility for our field based workers to connect back to the corporate IT systems when working locally, and also improves the services available at the village hall locations – improving the sustainability and amenities on offer.
- 2.0 Having upgraded the corporate website earlier this year, we will soon commence the provision and promotion of our electronic self-service channels.
- 2.1 Work is continuing with our Planning team to develop a mobile working solution which can enable our field based officers to work more effectively in the field. The lack of ubiquitous access to high speed mobile data services has severely limited our ability to provide the mobile access we would like, but significant efficiencies are still on offer through the reduction in wasteful journeys between development sites and corporate offices through the working day.
- 2.2 The concepts and conclusions in each of the other areas of activity are helping to inform the design of the new corporate desktop. With the desktop equipment in use now 4 years old, there are a number of issues starting to emerge; ranging from dead batteries, through to slow boot up times and application performance. Rather than simply go out and buy a whole new fleet of equipment, the Agile Working programme of activity requires us to look at the available options, including the increasing prevalence of employees using their own equipment.
- 2.3 Underpinning every aspect of Agile Working is the need for high speed broadband services. Whilst a number of staff have access to reasonable broadband speeds, enabling them to work remotely using IP Telephony, Video Conferencing, and wireless networking, the upgrade of the Lincolnshire broadband infrastructure between 2012 and 2015 is an essential component in us adopting new ways of working. Indeed, self service access to many of our service depends on it.
- 2.4 Please refer to the presentation for details on each of these topics.