Corporate Policy and Resources Committee	
Thursday, 14 February 2019	

Subject: Refresh of Members' IT Devices

Report by:	Executive Director of Resources
Contact Officer:	James Welbourn Democratic and Civic Officer James.welbourn@west-lindsey.gov.uk
Purpose / Summary:	To bring the provision of IT devices for Members in house and get agreement to proceed with the rollout of equipment in time for the next municipal year.

RECOMMENDATION(S):

That Members:

1. **Accept the rollout of West Lindsey District Council owned devices, and in doing so, revoke previous policies relating to this matter (documented at 1.1-1.2);**
2. **Approve the refresh of Member devices on a four year cycle (to run concurrently with the electoral cycle);**
3. **Approval to spend up to £29,000 for the provision of IT devices to Members in 2018/19.**

IMPLICATIONS

Legal:

None.

Financial : FIN-207-19

Approval to spend the capital budget provision of up to £29,000 which is included within the 2018/19 Capital Programme is being requested.

The costs of the proposed device can be contained within the budget envelope.

This Capital Budget is to be funded from the IT Earmarked Reserve.

There will be no impact on revenue costs.

IT have confirmed that there would be no additional cost for using the Microsoft Office suite on 39 new devices.

Staffing :

None.

Equality and Diversity including Human Rights :

None.

Risk Assessment :

Climate Related Risks and Opportunities :

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

Provision of Information & Communication Technology (ICT) to Members and Paperless Working – Policy and Resources Committee – 28 July 2011

Provision of Information & Communication Technology (ICT) to Members – Policy and Resources Committee – 19 February 2015;

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)   **Yes** [ ]   **No** [x]

Key Decision:

A matter which affects two or more wards, or has significant financial implications   **Yes** [ ]   **No** [x]

1   Introduction

1.1   Members of the Council currently have an allowance of £500 per term of office to purchase their own piece of IT equipment for Council business. This £500 builds on a report agreed on 28 July 2011 where Members agreed that the allowance be £400; the report recommending a rise to £500 was taken by Corporate Policy and Resources committee on 19 February 2015.

1.2   Currently, Members have a range of different laptops, desktops and tablets with different operating systems as a result of the policy agreed back in 2011, and amended in 2015. Members have been permitted to use up to £500 on any computer that they wish to buy. In the main, Members have chosen a Windows device (using either Windows 8, or Windows 10), with some choosing an Apple iPad or Apple MacBook (and variants thereof).

Having operated this policy for 8 years, two main issues have been identified:

- As Members own these computers outright, the IT department are under no obligation to support them; however in practice, Members have still been reporting problems to Democratic Services and IT. Therefore it would seem to make business sense to bring the devices in-house. Due to the number and variety of devices presented for assistance, IT have not always possessed sufficient knowledge to be able to remedy faults quickly.

- Security – when Members leave the authority (either through retiring, not being returned at an election etc.) they will keep their computer as it belongs to them. Currently, there is no easy way of requesting this back so that the IT department can wipe the device of West Lindsey District Council (WLDC) related material. Whilst this may have been acceptable previously, GDPR and related data protection policies have brought data security considerations to the fore.

2   Security Considerations

2.1   As mentioned previously in the report, Members are currently given an allowance of £500 to purchase any device, with rough guidelines on a minimum specification (i.e. must run at least Windows 8). The main issues with this approach are listed in section 1.

2.2   Should a Member retire, stand down, or not be returned at an election, there is currently no recourse for staff to recall Members' laptops/tablets. By bringing the service in-house, there would be a log of all equipment held by Members, and it could be remotely wiped if lost/stolen.

A remedy for this would be for all applications to be pre-installed by the IT team. These would include as standard the Microsoft Office suite, access to Modern.gov and secure email and internet access. It is not envisaged at this time that Members would be able to download

additional applications; staff at WLDC cannot currently download applications from the Windows Store.

2.3 The processing of personal information is governed by the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA). It is essential that everyone involved in the processing understand who the data controller ("the person who, alone or jointly with others, determines the purpose and manner of the processing.") for the data is and what their responsibilities are. This can be complicated because Councillors may wear "three hats":

1. **As a member of a political party**. Usually, the party will be the data controller for data relating to party members and will be responsible for ensuring the data is processed lawfully and securely (not considered in this report);

2. **As a representative of their ward constituents**. The Councillor will be the data controller for data they obtain directly from their residents and is responsible for processing it lawfully and securely. The Councillor may also be a joint controller for data provided by the Council to assist with their casework. In this case, both the Member and the Council are data controllers and each must take adequate precautions to protect any data and comply with the GDPR and the DPA;

3. **As a member of one or more Council committee(s) such as the Licensing Committee**. In this case, the Council is the data controller for data shared with Councillors and must take adequate precautions to ensure that the data is processed lawfully and securely.

2.4 When considering Para 2.3 items 2 and 3, the Council has a number of concerns with the current arrangement.

2.5 Email on Members' current devices is not secure, as the device is not owned or managed by the IT Team; therefore the governance and security arrangements cannot be applied. The current arrangement does not allow for end to end encryption; a process mandated for email communication by the Cabinet Office.

2.6 Many Members currently have email forwards on their account; this means that when an email is sent to their West Lindsey address, it is then forwarded on to another account. Once the email has been forwarded on from West Lindsey's servers, it can no longer be monitored by the IT team. This leaves email vulnerable to the following:

- Sender verification – unable to verify the sender;
- Message Disclosure & Modification – unable to understand if the email has been modified en route or when it's received in another account;

2.7 Due to the above data security concerns these email redirects will be turned off from the start of the 2019/2020 electoral cycle.

2.8   All Members will be given access to private papers within the Modern.gov iPad app (built in as standard). This is password protected, and has a very similar look to the Modern.gov Windows app (many current Councillors are using the Windows application version of Modern.gov rather than the iPad version).

3   Research

3.1   Members were contacted back in late July 2018 through the Members' Bulletin about their availability so that they could provide information on what they would require from a new device.

3.2   The Members that volunteered their time then attended one of two workshops (held on 29 August 2018 and 6 September 2018) and aired their views on the specification for any new equipment.

3.3   The main requirements arising from these sessions is attached as Appendix 1, and also summarised below:

- Efficient email capability
- A standard device and software across the membership
- The ability to read and save documents to a device
- A light and portable device
- Long battery life
- Touchscreen welcome, in addition to a keyboard and mouse
- Training and ongoing support (technical and operational)
- Use of Modern.gov.

3.4   Following these workshops, 5 Members volunteered to form a pilot group to test a potential device. These Members included someone from each political group on the Council, and contained a range of IT abilities. The trial period continues to allow Members to further familiarise themselves with the device and its capabilities. It is intended to withdraw the equipment after Council in March 2019.

3.5   The requirements for a device as set out by Members (see 3.1 and Appendix 1) informed the decision to buy an Apple iPad 6th generation WIFI only tablet for the 5 Members to test (iPad measurements for 32GB Wi-Fi only tablet attached at Appendix 2). At the first session, Members were given the tablet and given a run through by Democratic Services and IT on how to use the device. In addition to this, paper guidance was made available and also circulated via Modern.Gov.

3.6   The 5 Members were asked to take their tablets home, and use as their only device when conducting business away from the Guildhall and also when they were in attendance for committee meetings and briefings. Any problems were to be reported in the first instance to Democratic Services.

4   Issues/Trial Feedback

4.1   During the trial, a number of issues were logged by Democratic Services. This was to be expected as for most of the Panel, it was the first time they had ever used an iPad. The issues and fixes were as follows:

Issue	Fix	Source of problem
Slow emails	This was linked to a problem that all staff were having in late November with emails. This issue had been addressed by Microsoft and emails returned to normal following their fix.	Microsoft
Unable to unlock iPad	All iPads come with thumb print recognition as standard. However, if this isn't used for 48 hours, then a password is required to unlock the iPad. Members were all issued with a password when the device was given to them – once this password had been input, the iPad was accessible.	User
West Lindsey Home page not appearing	Some Members had expected that the West Lindsey District Council webpage would be the home page when using the built in Internet browser (Safari). It was agreed that this would be added in as standard by default on every tablet; if this was not possible then a shortcut would be provided on the desktop of the tablet.	Issue for IT to resolve
All Councillor emails	Members reported that they weren't receiving emails that were being delivered to the 'All Councillors' group.	IT issue

	This was due to them temporarily not being in the correct group on the email server – IT added the affected Members back into the group to resolve this problem.	
Zip Files/Attachments	A question was asked regarding whether Zip files could be opened on the iPad. This should be possible and was confirmed by the same Member upon attempting to do this.	User
	Other Members asked how to attach files to emails. This was demonstrated to Members, and it was agreed to add a little more information on this to the guidance that accompanies this equipment.	User/Democratic Services
Printing	A number of Members asked about printing from the iPad. However, WLDC strongly encourage the 'paper-less' approach to printing, particularly where exempt papers were concerned. The Members' ICT programme was designed to significantly reduce the amount of printing, and the paper usage	User
iPad locked out	One Member inputted an incorrect password into the iPad several times. As a result, the iPad locked out, and had to be returned to the IT team. This proved that if a Member lost the iPad, or it was stolen, it would	User

	be wiped and inaccessible. IT services were able to remedy the issue, and returned the device to the Member.	
Modern.gov	As a result of the above, one Member was unable to access Modern.gov as it required activation. Following help from Democratic Services, this access was restored.	User

4.2   Each Member was given a feedback form to fill in before the end of January. Feedback was positive overall, with all responders noting that there were some teething issues whilst getting used to the iPad, but overall the device was portable, and had all of the applications installed that Members needed to perform their role.

5   Conclusions/Next Steps

5.1   It is suggested that if approval is given to go ahead with the purchase of the iPad, devices will be refreshed every four years to run alongside the electoral cycle.

5.2   In addition to the 39 devices required for West Lindsey Members and Independent Members, it is proposed to purchase an additional device for Democratic Services to enable them to assist with basic problems. Two spares would also be needed in case any of the Member devices develop a software or hardware fault.

5.3   iPad masterclasses will be available to Members following the election in May. Clearly, these masterclasses cannot be diarised at this time due to the uncertainty of the make-up of the Council beyond May. Democratic Services will facilitate these meetings following the election on 2 May.

5.4   The guidance provided as part of the iPad panel would be updated, and made available to all Councillors.

5.5   It is proposed that the iPad be provided to Members with a detachable keyboard and cover. Provision of digital pens can be made for those who require it.

5.6   Support for the Members would be provided by the IT Team (including remote support, as the devices can be updated and configured remotely). The support would be provided either in person at the Council offices or via a telephone call, as required to best resolve any issue. The

IT Team will record all support requests so that additional resources can be made available to fix any issue that has not been resolved first time.

5.7   Each Councillor will be assigned a member of the Democratic Services team as a 'buddy' so that questions of a more basic nature, and in particular queries on Modern.gov can be dealt with before any escalation to IT. It is also expected that as Members get more confident with their new advice, they would assist each other where possible.

5.8   Having taken into account the points raised in the report above, it is hoped that Members will appreciate that the recommendations are sufficient to safeguard both themselves and the Council.

6   Conclusion

6.1   It is hoped that Members appreciate the work undertaken to identify a new policy for the provision of IT devices and support the process followed to identify and test a suitable device. The proposed solution meets all of the requirements set out at the beginning of the exercise and the pilot period has demonstrated that it is capable of meeting users' expectations. It is also an efficient means of providing Members with IT equipment.

6.2   Both the Democratic Services and IT teams are committed to providing Members with high quality support both upon roll-out of the new devices and thereafter.

6.3   Thanks go to the Members of the pilot group for assisting officers in this exercise.